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# RAMP UP EAST PUBLIC OPINION SURVEY ALL CITIES

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**REGIONAL AFGHAN MUNICIPALITIES PROGRAM FOR URBAN  
POPULATIONS – REGIONAL COMMAND EAST (RAMP UP EAST)**

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## INTRODUCTION

Through the Regional Afghan Municipalities Program for Urban Populations (RAMP UP), USAID is supporting 14 municipalities in Eastern Afghanistan to improve local governance, addressing infrastructure, service delivery, leadership and management capacity.

The Regional Afghan Municipalities Program for Urban Populations, Regional Command East (RAMP UP East) started in June 2010 with the purpose of creating effective, responsive, democratic, transparent, accountable, municipal governance in the fourteen provinces that comprise the International Security Assistance Force's (ISAF's) Regional Command East. The provincial municipalities are Asadabad, Jalalabad, Mehtarlam, Parun, Panjshir, Charikar, Mehmod Raqi, Ghazni, Gardiz, Khost, Sharana, Bamyān, Puli Alam and Maidan Shahr.

RAMP UP East is broken into three distinct components, each labeled as a distinct Contract Line Item Number (CLIN) and tied to a specific goal. These program components are:

- CLIN 1 ~ Capacity Building of the GIRoA officials at the municipal level.
- CLIN 2 ~ Support to the GIRoA to provide responsive, effective, and visible municipal service delivery programs.
- CLIN 3 ~ Support to the GIRoA to improve economic development and revenue generation at the Municipal level

To assess the success of the programs in these municipalities an annual survey of residents of these 14 cities is being conducted to measure the change in citizen perspectives about governance and services. In the first year (2010) it was only possible to conduct interviews in 13 of the cities; no surveys were completed in Parun.

This report outlines the results for all of the cities where the baseline survey was conducted. Interviews were completed with 3,226 residents in August and September, 2010.

## Demographics

Enumerators visited 3,226 houses in eastern Afghanistan and interviewed one representative in each home. Of those interviewed, 35% were women, 81% were married and 41% had never attended school. Respondents spanned a wide age range: 42% were 30 years old or younger, 28% were 31 to 40 and 30% were over 40. Most households (76%) owned their homes and had an Oabala or other way of showing their ownership.

## Overview

Quality of life varied across cities, but overall, most residents thought the quality of life in their city was good or fair. Most heads of households were employed full time and more residents thought that employment opportunities had increased than thought they had decreased.

The availability and quality of government-provided services varied across cities, but overall residents were more likely to rate the job their city government did providing services as somewhat or very good than as somewhat or very bad.

- Few residents had access to public containers or official dumpsites for trash and most disposed of trash in the street or at improvised dumpsites. Most cities infrequently cleaned

trash from streets and most trash services received poor ratings from a majority of residents.

- Most residents did not have drinking water or electricity supplied by the government, although those connected gave these services relatively good ratings. Those with government supplied water were less likely to experience a waterborne illness.
- Residents generally used dry latrines for their toilets and open drainage canals for their wastewater. The condition of the smaller drainage canals near their homes received poor ratings, as did the services to clean, repair and construct the ditches.
- Highways and main city roads were generally in better repair than neighborhood streets, which often received poor ratings.
- Most residents had no access to a nearby park and most parks, near or far, were thought to be in poor condition.
- When asked to prioritize services, the top three priorities for residents were providing electricity, supplying clean drinking water and providing a new dump site for trash disposal.

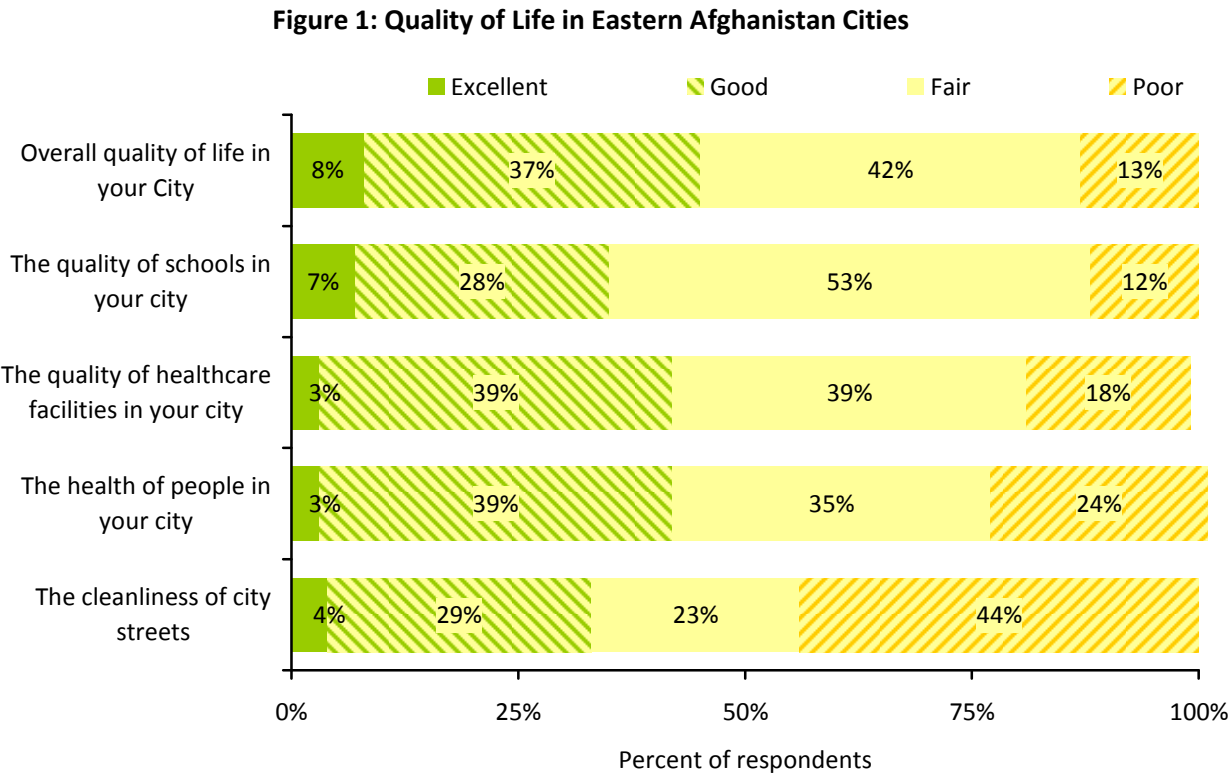
Many residents did not know who their mayor was and many had never had contact with the municipality to request a service or help with a problem. Residents had some, but not a lot of confidence in their government.

- About half thought that their local government was sometimes or almost always working to serve people like them, but about half thought they rarely or never had the people in mind.
- About half had at least some or a great deal of trust that government was conducting activities for their benefit at the local, provincial and national levels, the rest had little or no trust.
- Just over half thought they could have a lot or at least a little influence on local government decision-making, the rest thought they could have little or no influence.
- One-quarter of residents said that they always or in most cases had been asked to give cash, gifts or a favor when they were in contact with municipal government officials. Others said they were never asked or only in isolated cases.
- Almost everyone thought corruption was a major problem across Afghanistan and that it had increased in the past year.

A majority of residents said they were strongly or somewhat supportive of women having equal access to education and participation in government. Women were stronger supporters than men, but a majority of men were still supportive. For both genders there was more support for women pursuing education than women participating in government.

## QUALITY OF LIFE

Ratings for quality of life varied across cities, but overall, most residents in eastern Afghanistan cities thought their quality of life was good or fair. Residents were more concerned about the health of the people in their city (24% thought it was poor) and the cleanliness of their streets (44% thought it was poor).



## Employment

Three-quarters of residents lived in a home where the head of their household was employed full time, 11% were employed part time and 13% were not employed. About 40% of residents thought the number of jobs in their city was excellent or good and 31% thought it was poor. Most residents thought the number of job opportunities had stayed the same (42%) or increased (36%), but 22% thought the number had decreased over the past year.

Figure 2: Job Opportunities in Eastern Afghanistan Cities

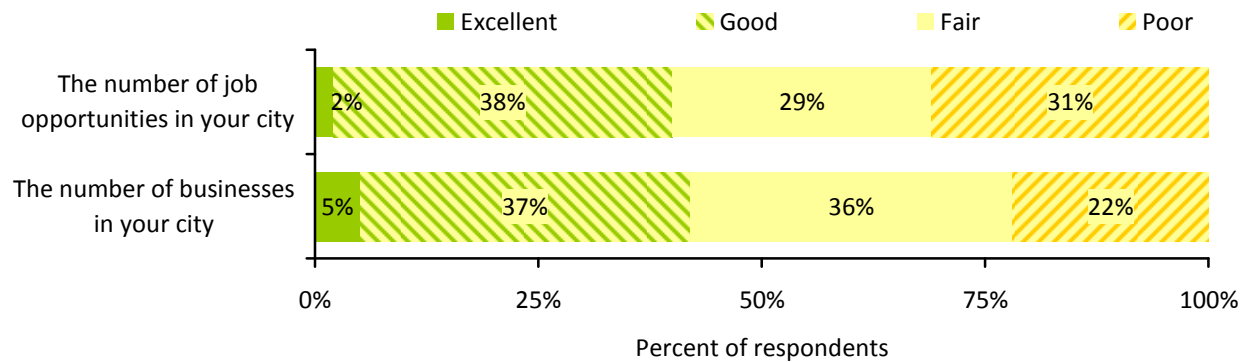


Figure 3: Change in Job Opportunities in Last Year

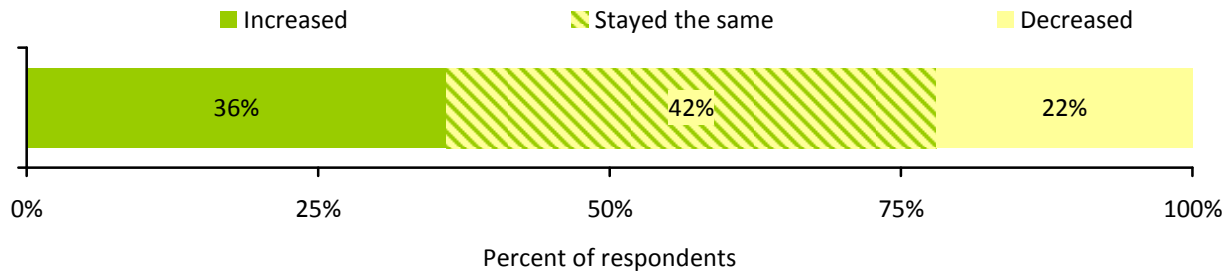
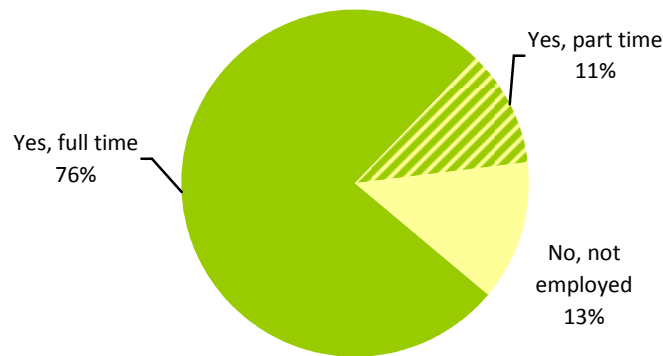


Figure 4: Head of Household Employment Status

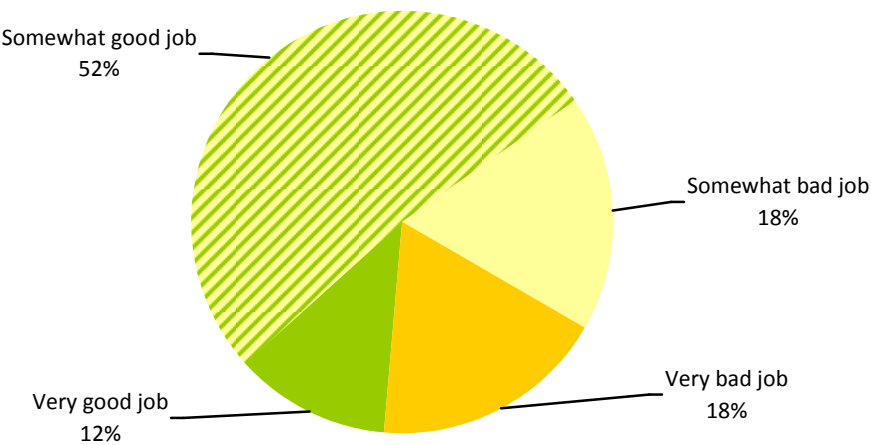


# SERVICES

Afghan cities vary in the number and type of services they are able to provide their residents. The survey asked about several services that could be provided by the city, province or a national agency, or may not exist in the city at all. These included solid waste, water, electricity, roads, drainage, sanitation, green areas/parks and markets.

Overall, residents of cities in eastern Afghanistan were more likely to rate the job their city government was doing as somewhat good (52%) or very good (12%) than as somewhat bad (18%) or very bad (18%).

**Figure 5: Overall, How Well is the City Providing the Services You Think They Should Provide?**

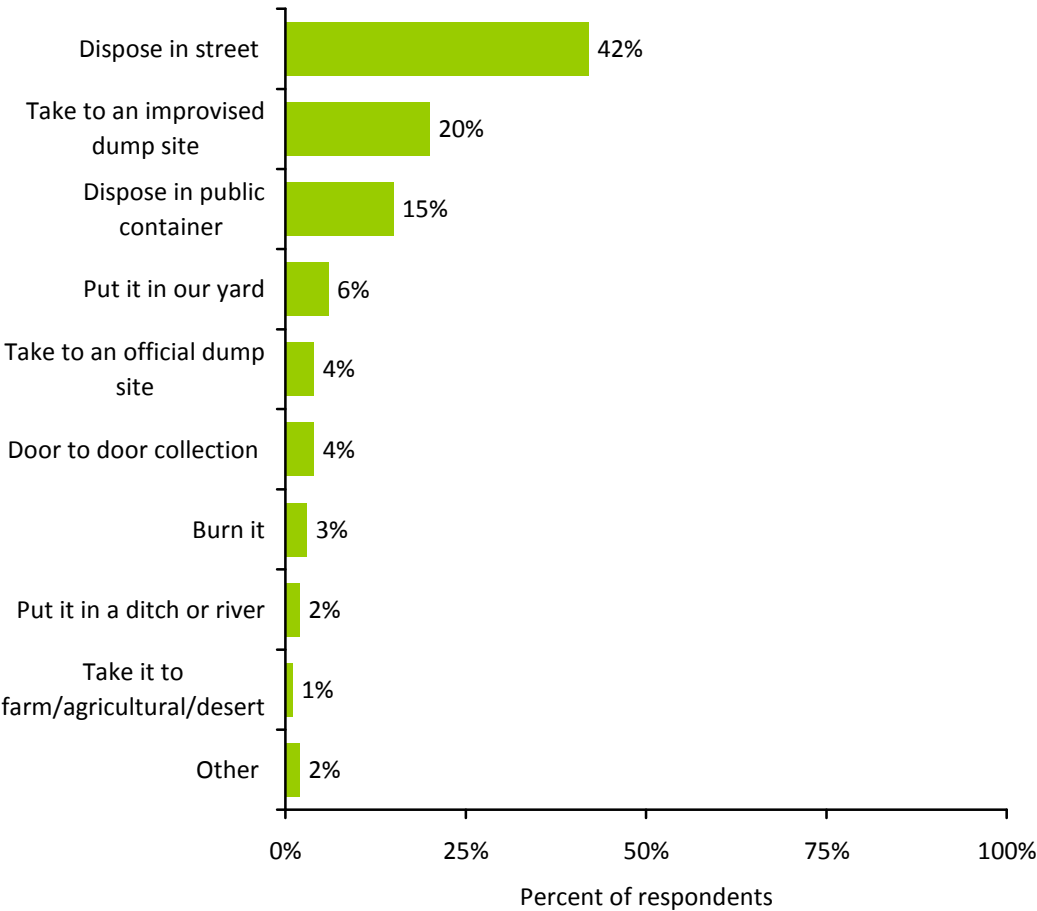




## Solid Waste

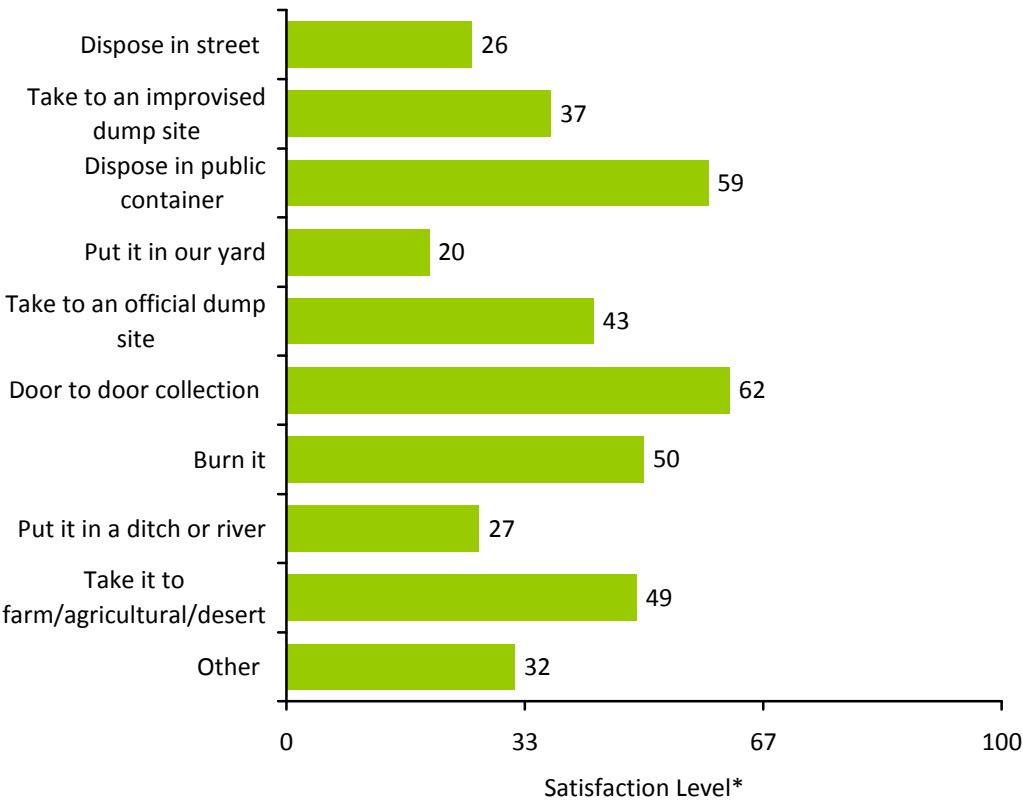
Residents of cities in eastern Afghanistan were most likely to dispose of trash in the street or an improvised dumpsite; only 19% either put it in a public container or took it to an official dumpsite.

Figure 6: Trash Disposal Method



Residents who were able to dispose of their trash in a public container or had door-to-door trash collection were, on average, somewhat satisfied with this method. They were more satisfied with their trash disposal than those using other methods. Those burning trash or taking it to farm or desert land outside the city were, on average, neither satisfied nor dissatisfied. Others were, on average, somewhat to very dissatisfied with their trash disposal method.

Figure 7: Satisfaction with Trash Disposal Method

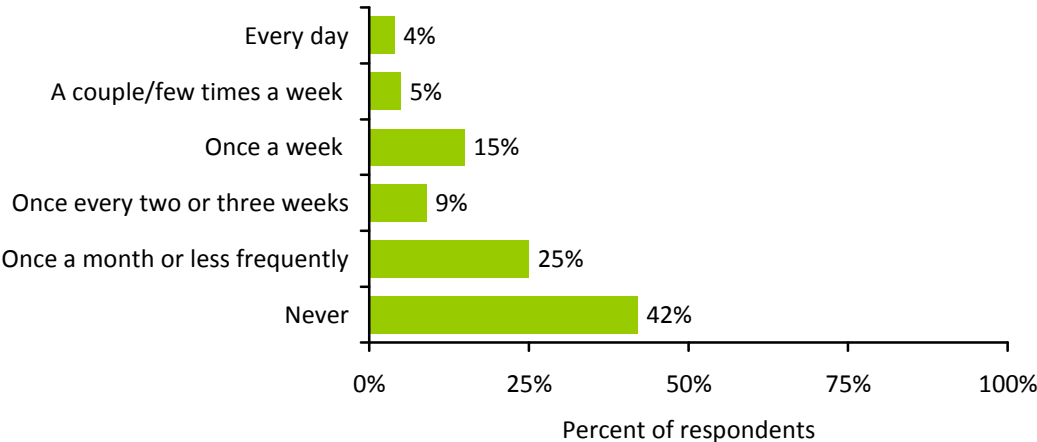


*\*Average rating where 0=very dissatisfied, 33=somewhat dissatisfied, 67=somewhat satisfied and 100=very satisfied*

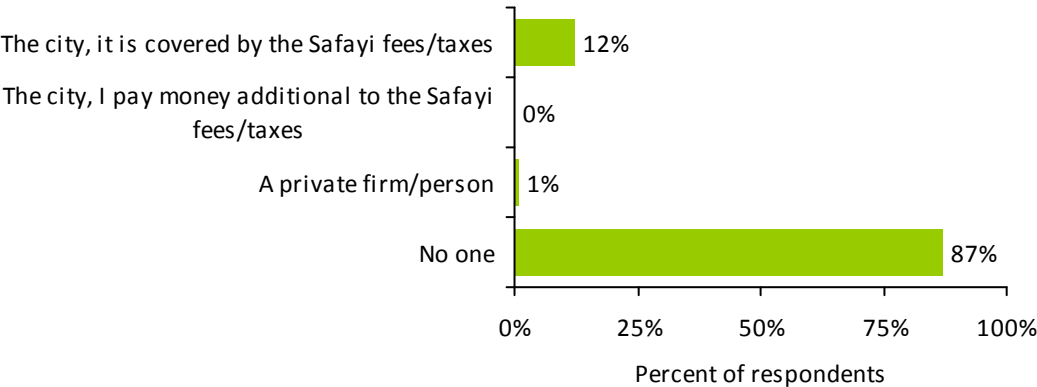
Most residents of the 13 cities where surveys were conducted said that their city never removed trash from the streets (42%) or did so once a month or less frequently (25%). About one-quarter of residents saw the city removing trash at least once a week and the rest (9%) saw the city removing trash every two or three weeks.

Most did not pay anything for trash service, but 12% indicated that it was covered in their Safayi taxes or fees. A few people said they paid a private firm for trash removal and they most commonly paid between 401 and 600 Afn per month.

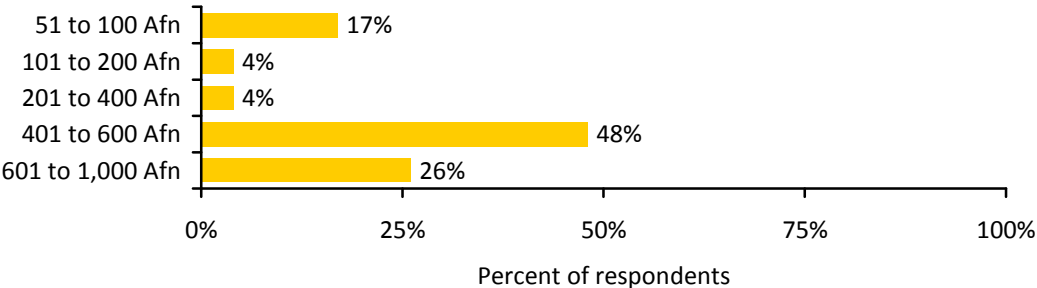
**Figure 8: Frequency of Trash Removal from Street by City**



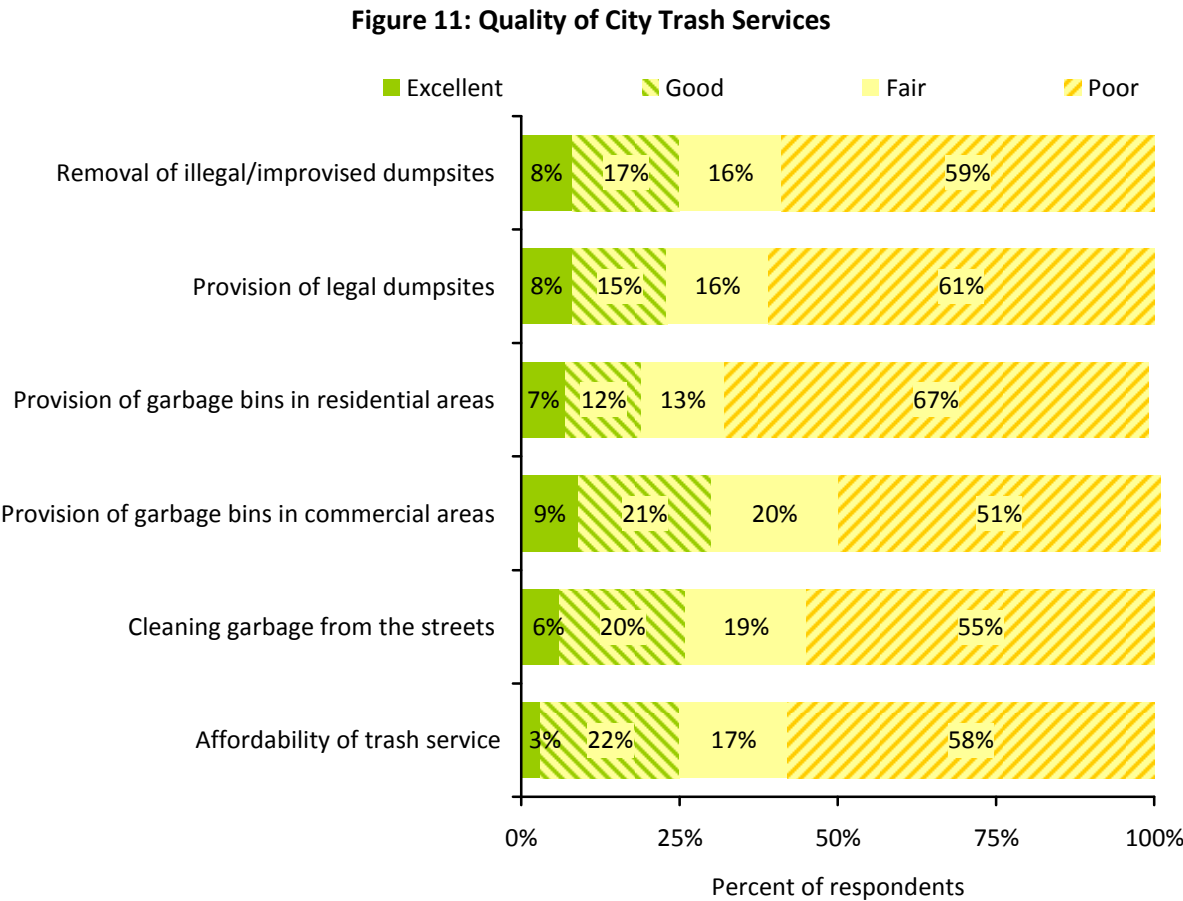
**Figure 9: Who Do You Pay for Trash Service?**



**Figure 10: If You Pay for Trash Service, How Much Do You Pay Per Month?**



At least 50% of residents in eastern Afghanistan rated their city trash services as poor. The best rated service was provision of trash bins in commercial areas, followed by cleaning garbage from city streets.

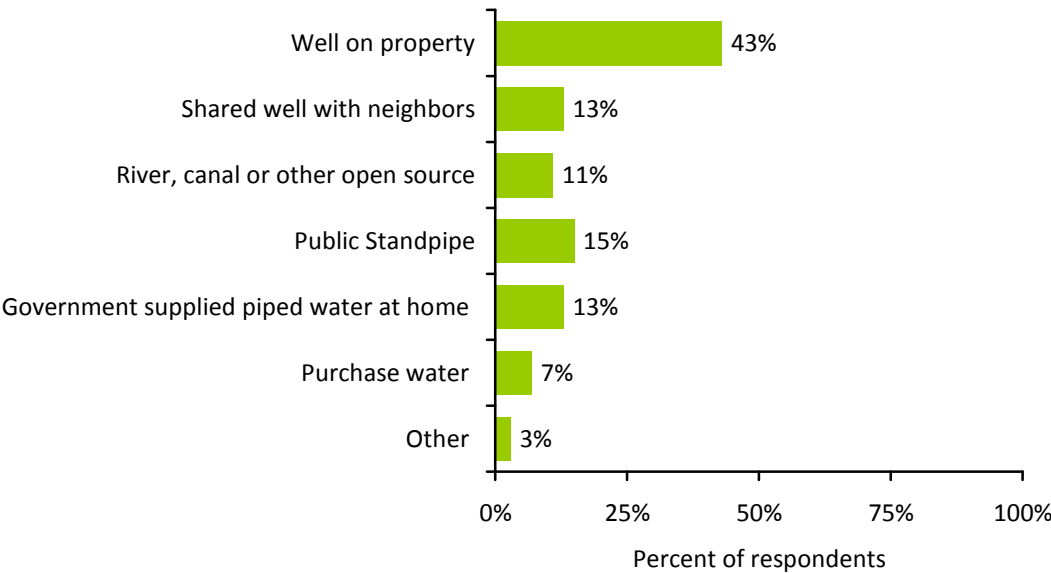


## Water

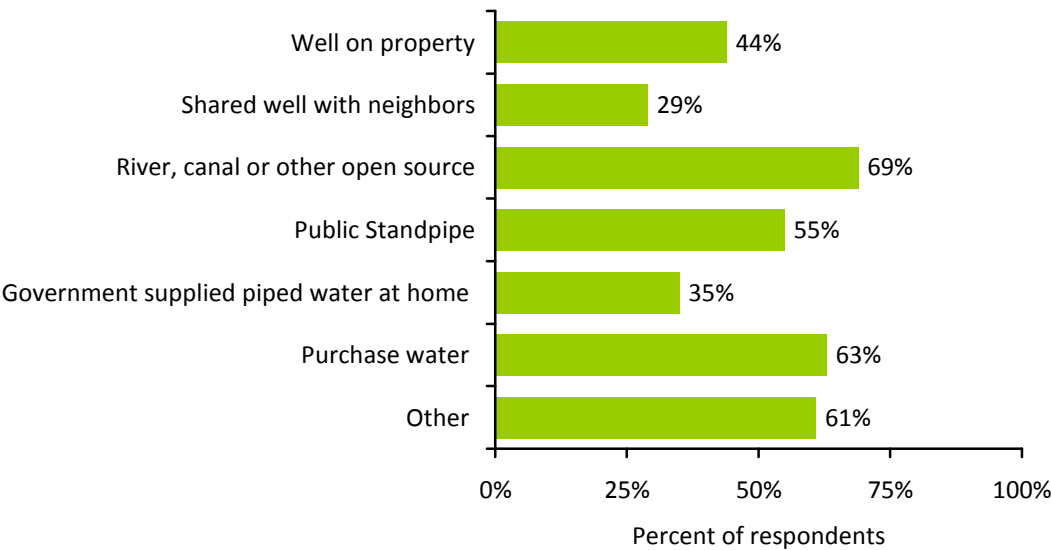
Only 13% of residents were connected to a government supplied piped water service and 15% used public standpipes. The most common source of drinking water was a well; either on their property (43%) or shared with neighbors (13%).

Residents who used drinking water from a shared well or were connected to a government supplied piped water service were least likely to have experienced dysentery, cholera or severe diarrhea in the past year, although about one-third of families with these water sources had experienced a waterborne illness.

**Figure 12: Drinking Water Sources**



**Figure 13: Family Experienced Dysentery/Cholera/Severe Diarrhea by Drinking Water Source**



Most residents with government supplied water paid their city for this service (97% who had water piped to their home and 68% of those who used a public standpipe). Monthly costs varied across households, but most paid 400 Afn per month or less. The amount of water received by each household was not known.

Figure 14: Who Do You Pay for Water Service?

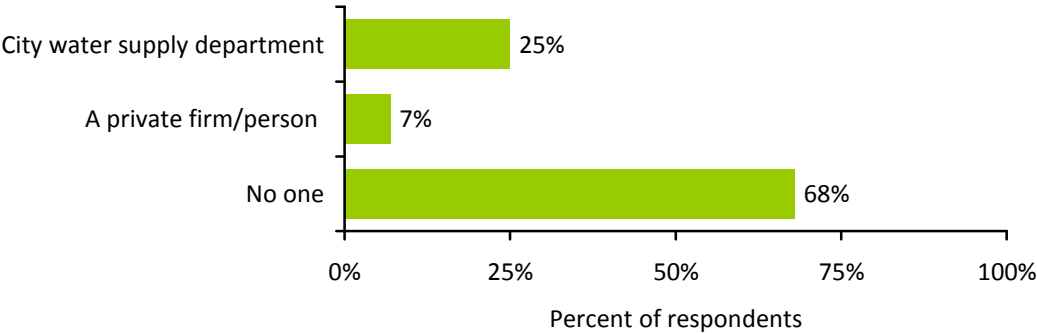
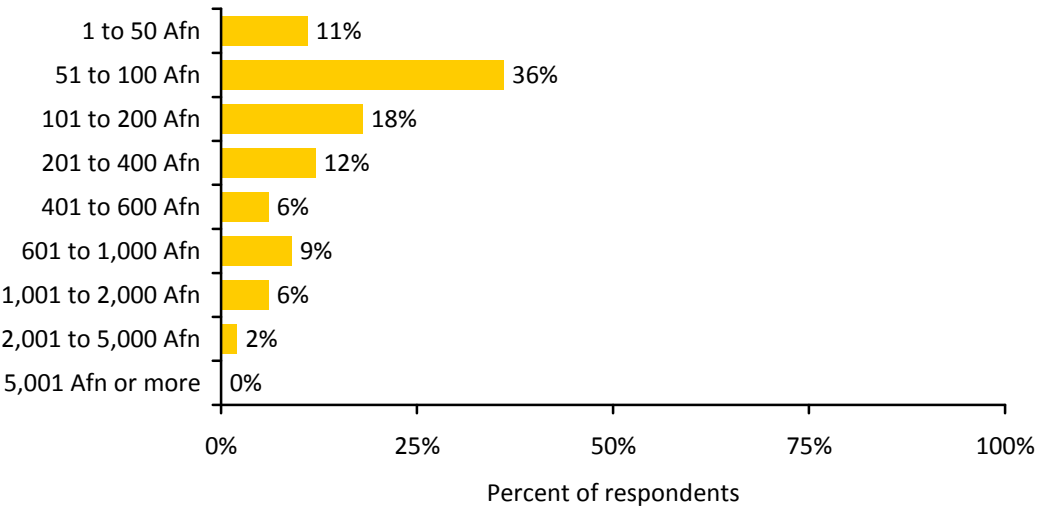
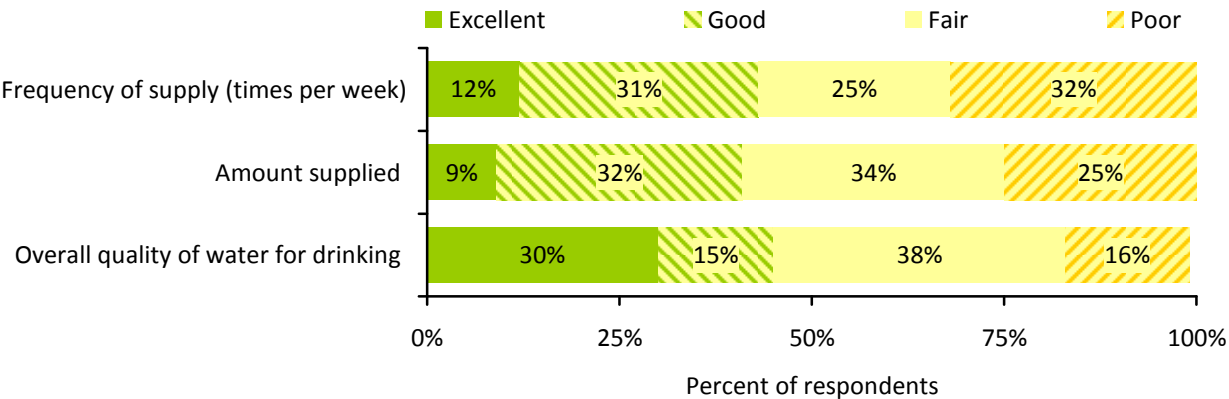


Figure 15: If You Pay for Water Service, How Much Do You Pay Per Month?



Residents with government supplied water service were most satisfied with the quality of their water for drinking and least satisfied with the number of times per week that they received water.

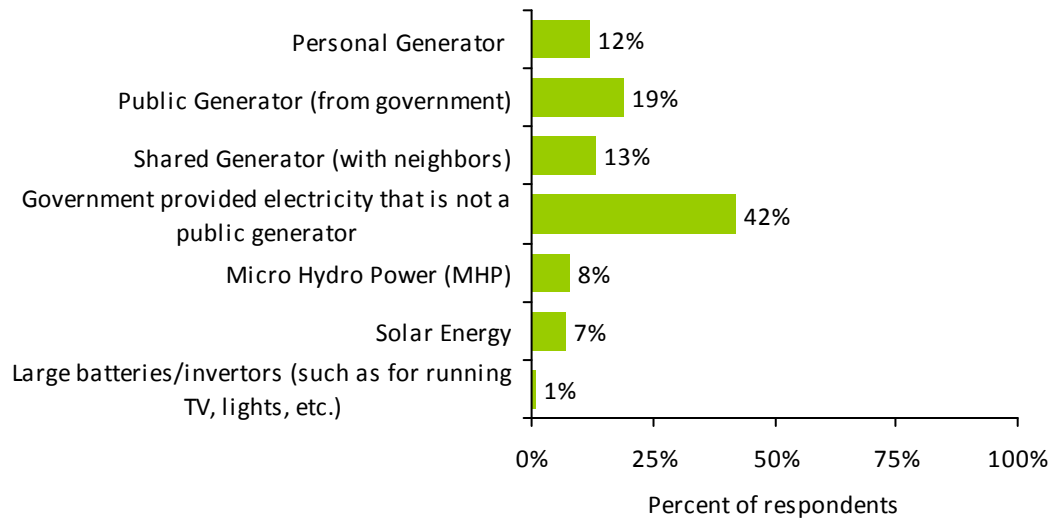
Figure 16: Quality of City Water Services



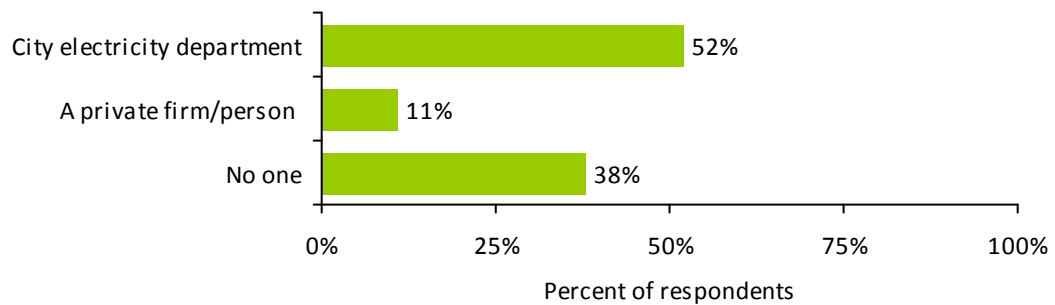
## Electricity

About 60% of residents received electricity from a government source (19% from a public generator and 42% from a power plant) and said they paid the city for this service. Households varied in how much they paid each month, but were not asked how much electricity they received.

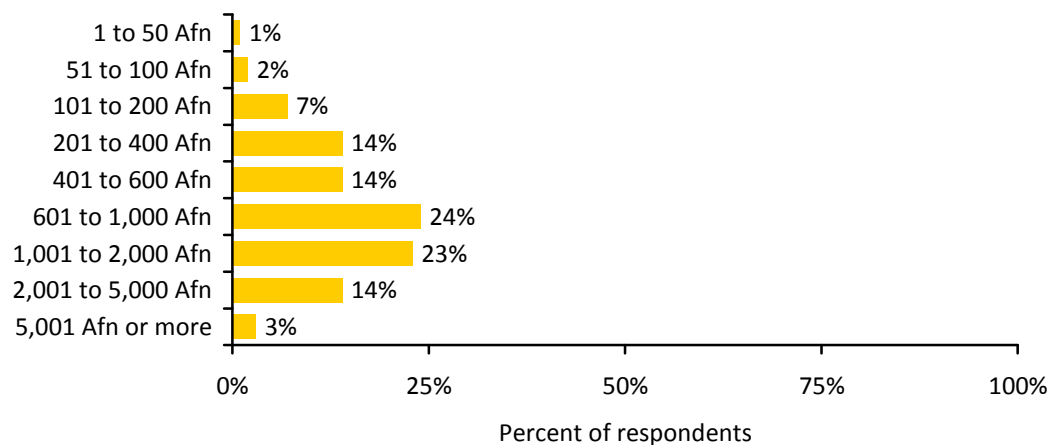
**Figure 17: Electricity Sources**



**Figure 18: Who Do You Pay for Electricity Service?**



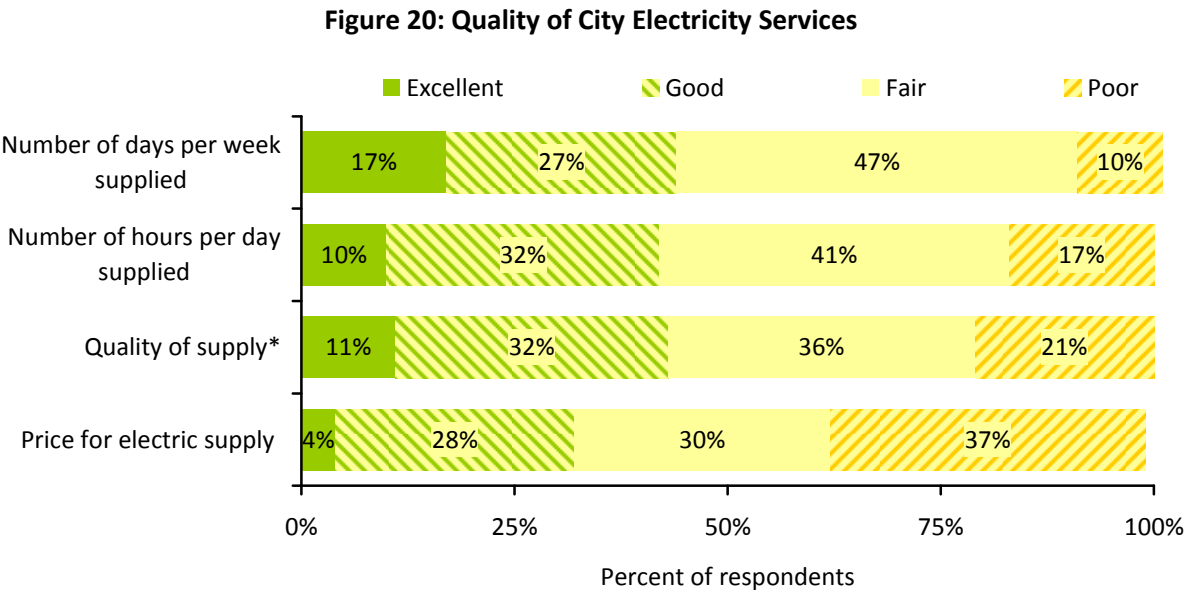
**Figure 19: If You Pay for Electricity Service, How Much Do You Pay Per Month?**





About two in five residents who had government supplied electricity rated the number of days, the hours per day they received electricity and the quality of supply (the level of power and the number of cut outs during service) as excellent or good, and most others said it was fair.

There was a bit more concern about the price, with 32% saying it was excellent or good and 37% saying it was poor.



*\*Electricity power and cut outs during service hours.*

## Roads, Drainage and Sanitation

Most households in the RAMP UP cities of eastern Afghanistan (81%) had dry latrines for their toilets, but 9% had a septic system and 9% had indoor plumbing. Most households used open ditches and canals to drain wastewater (86%), but a few had septic systems (4%) or were connected to sewers (5%).

Figure 21: Type of Toilet in Home

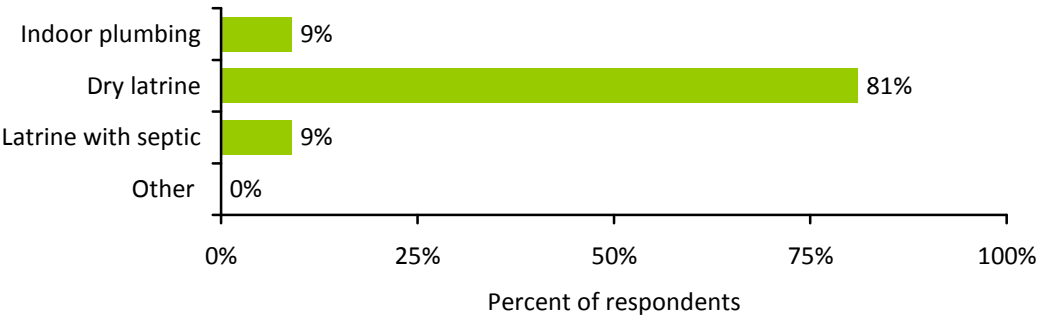
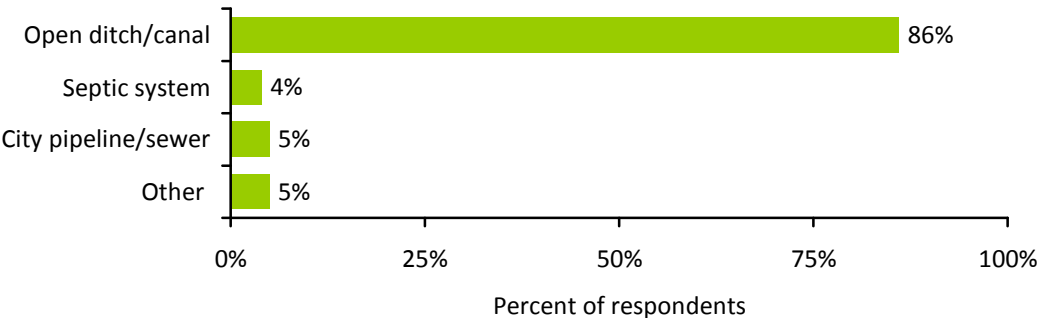


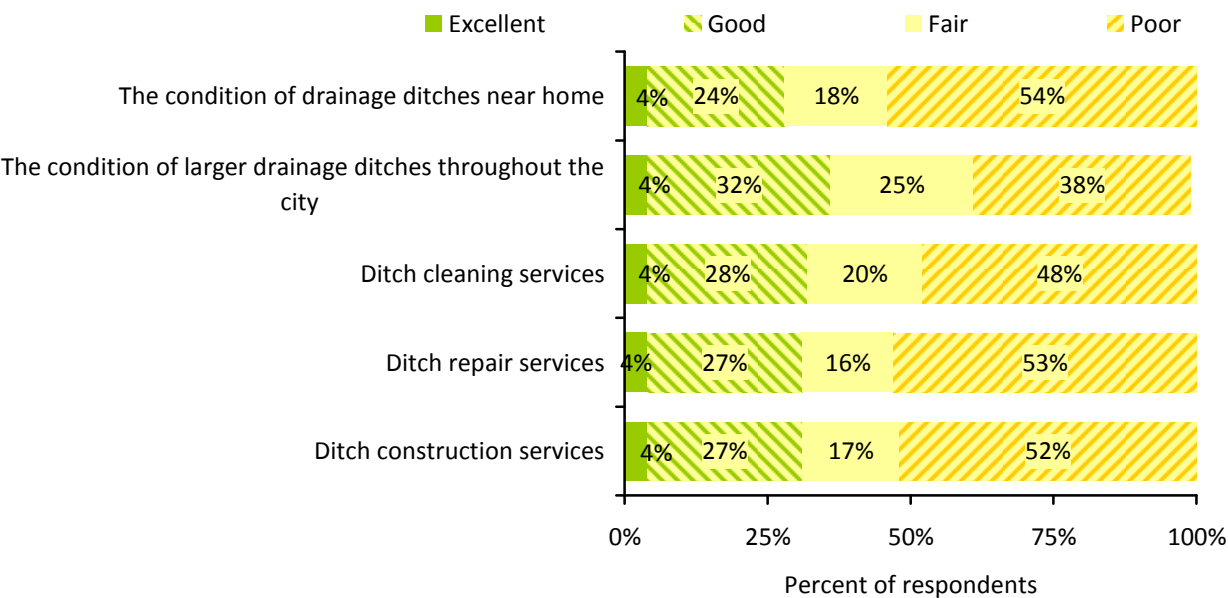
Figure 22: Type of Drainage for Waste Water



Residents had varying experiences of the condition of drainage ditches in their city and the quality of city drainage services. Just over half thought the ditches near their homes were in poor condition and 28% said they were excellent or good. The condition of larger ditches throughout the city was rated as poor by 38% or residents, excellent or good by 36% of residents and fair by 25%.

About one-third thought ditch cleaning, repair and construction services were excellent or good but half thought these same services were poor.

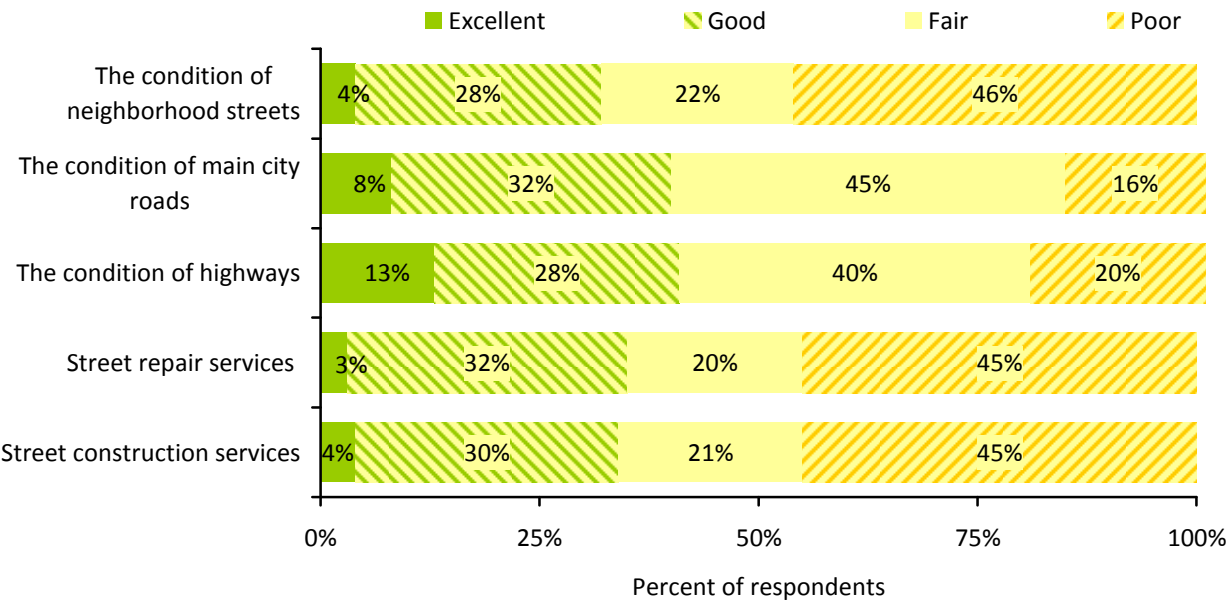
Figure 23: Quality of City Drainage and Drainage Services



Like the ditches, residents had varying experience with the condition of roads and the quality of city road services. About one-third rated the condition of neighborhood streets as good, but 46% rated them as poor. Highways were less likely to be rated as poor as were main roads in the city.

About one third of residents rated street repair and construction services a good, but 45% rated them as poor.

Figure 24: Quality of City Roads and Road Services



## Green Areas and Parks

Half the residents surveyed said that they were not aware of any parks for teens/adults in their city and even more did not know about any parks for children (58%) or parks for women (69%). Only 11% of households had a nearby adult/teen park or children’s park and only 2% had a nearby women’s park.

Those who were aware of parks most often rated their condition as poor; 46% for adult/teen parks, 53% for children’s parks and 71% for women’s parks.

Figure 25: Availability of City Parks

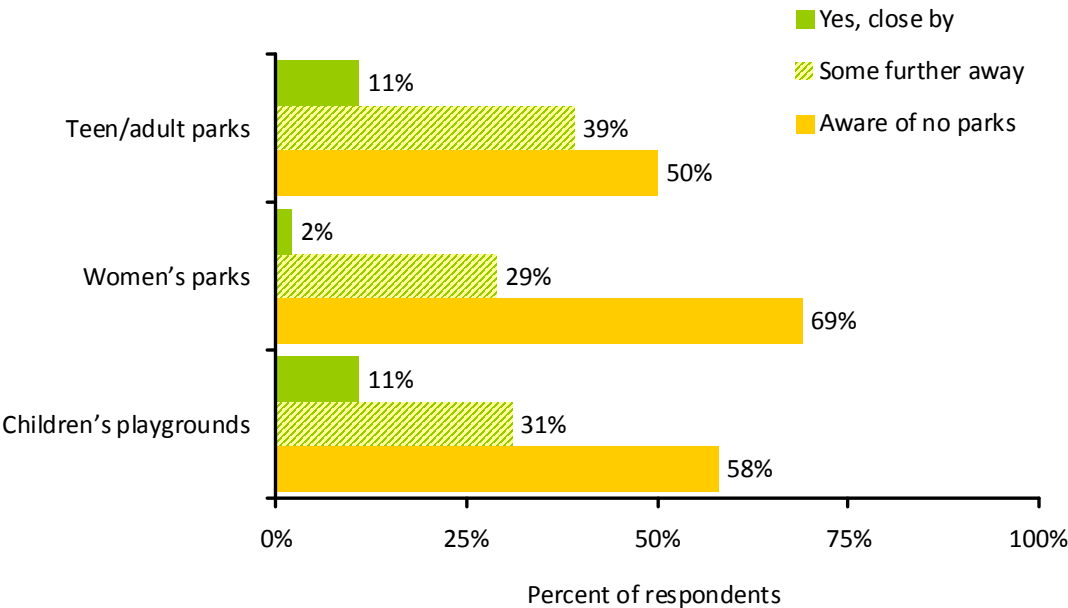
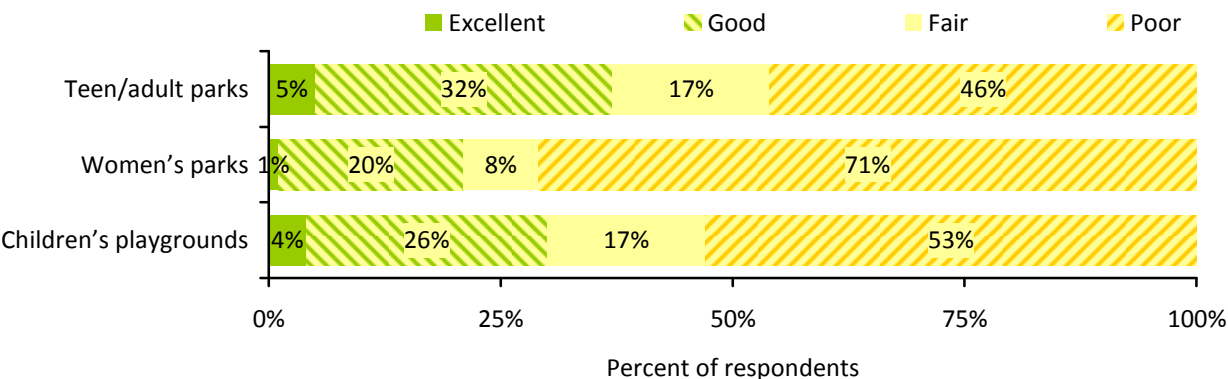


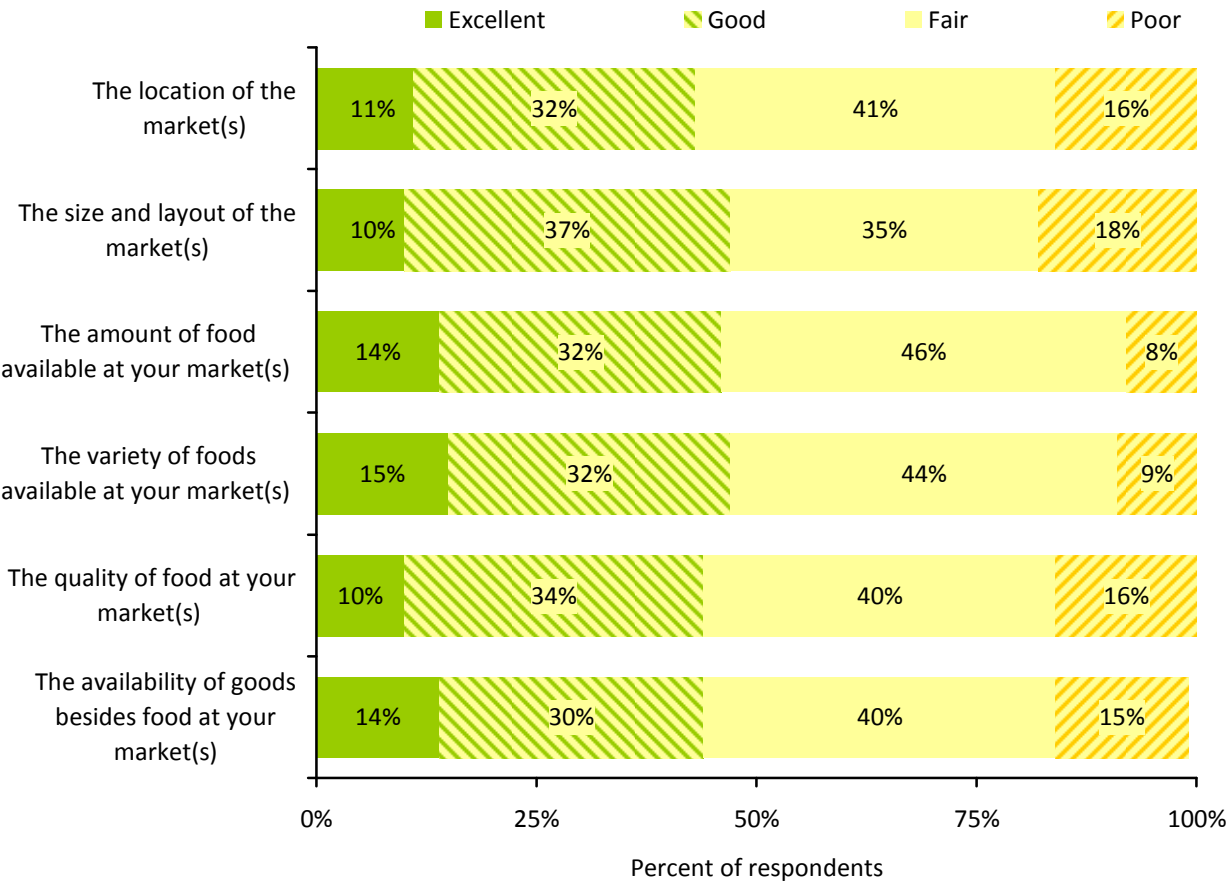
Figure 26: Quality of City Parks



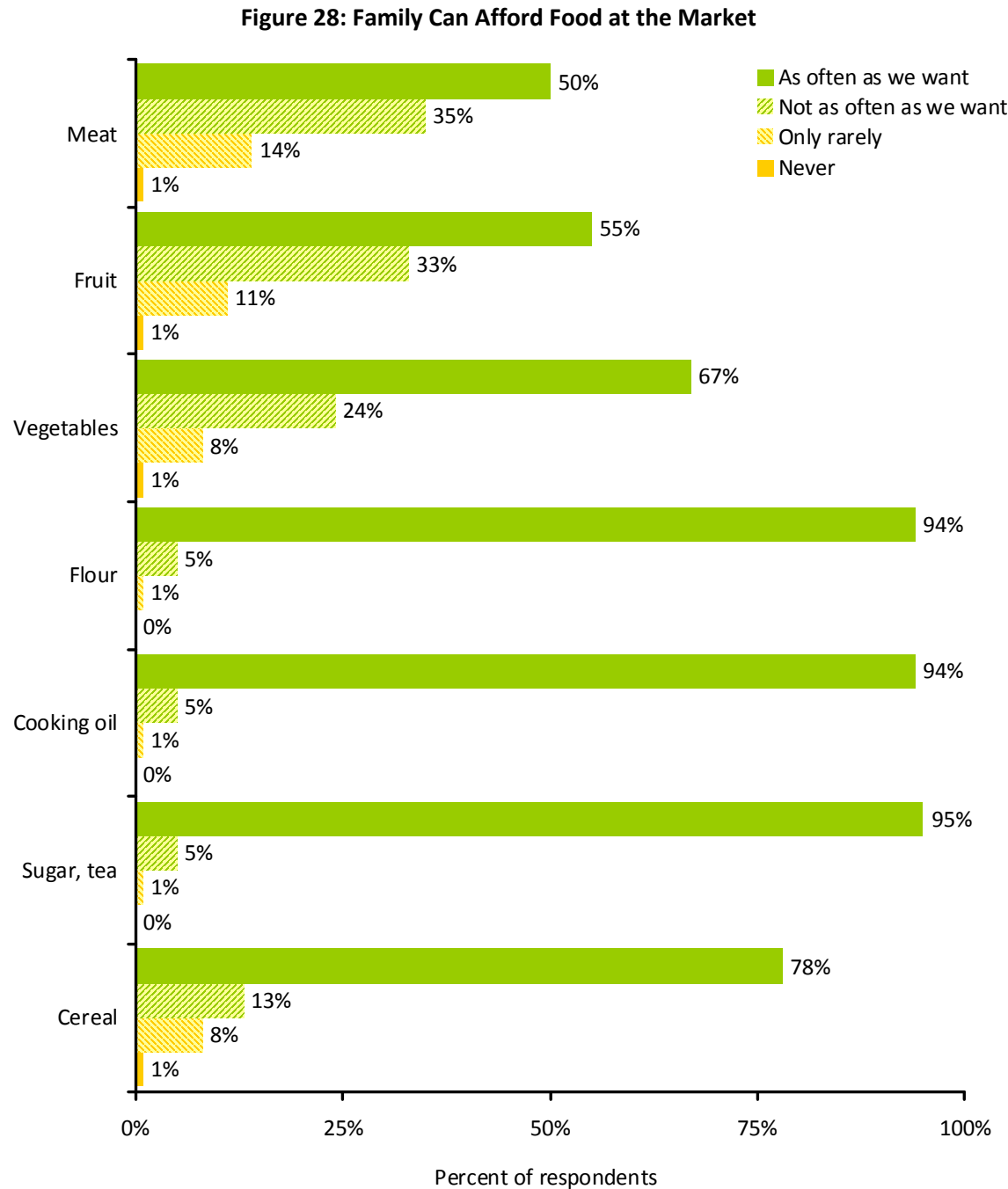
## Market

Residents were generally content with the market in their city. Less than one in ten rated the amount and variety of food in the market as poor and only about one in six rated the location, size and layout, the availability of non-food goods and the quality of food as poor.

Figure 27: Quality of City Market



When asked how often their family could afford specific food items, most residents said they could afford flour, cooking oil, sugar and tea as often as they wanted. About 15% could afford meat only rarely or never and about 10% could afford vegetables, fruit or cereals only rarely or never.



## Service Priorities

Residents were asked what the top three priorities should be for the municipal government amongst eight possible services. Priorities varied by city, but overall more residents named providing electricity as the top priority. Supplying clean drinking water was the next most valued priority and a new dump site for trash was third.

Residents named providing a new area for a market as the lowest priority.

**Figure 29: Municipal Service Priorities**

	Most important	Second most important	Third most important	Not in top three
Provide electricity service	33%	14%	15%	38%
Supplying clean drinking water	17%	30%	13%	40%
A new dump site for trash to reduce leaching into water and the spread of disease	17%	13%	19%	51%
Street repair	10%	14%	12%	64%
Ditch cleaning, repair and construction	5%	12%	12%	72%
Provide green areas/parks	3%	8%	17%	72%
Public containers for trash in residential and commercial areas	12%	4%	8%	75%
Provide a new area for a market	1%	5%	5%	88%

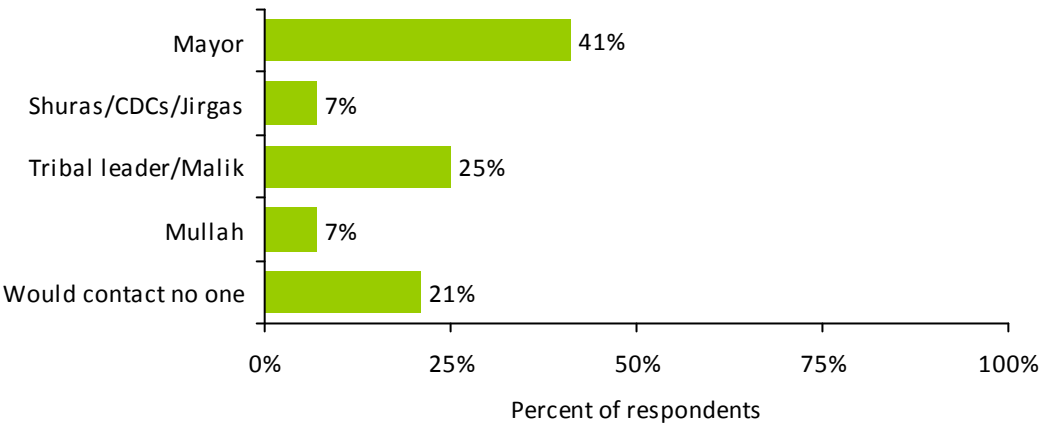


## Governance

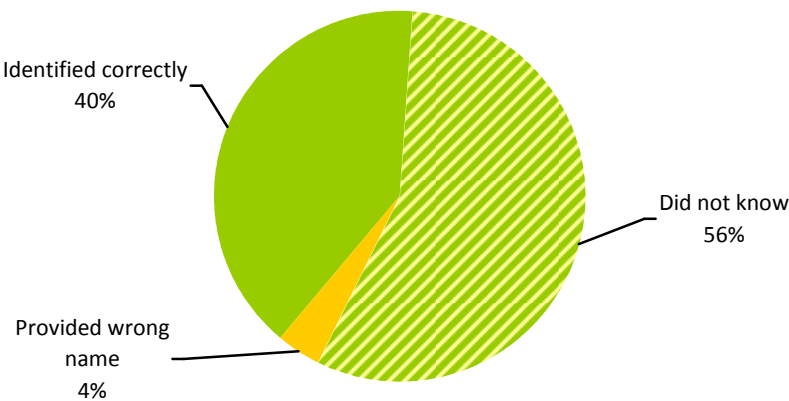
Most residents of the 13 eastern Afghanistan cities did not know who their mayor was (60%).

When asked who they would contact if they had a problem with something related to the city, 41% said they would contact the mayor, 25% would contact the Mullah and 21% would not contact anyone.

**Figure 30: If You Have a Problem with Something Related to the City, Who Would You Contact?**



**Figure 31: Who Is Your Mayor?**



Forty-five percent of residents said they had contacted their municipal government to help them solve a problem or get a service, but only 15% said they paid Safayi taxes or fees. Of those who paid Safayi, 66% paid 100 Afn or less per month.

Figure 32: Contact with City Government

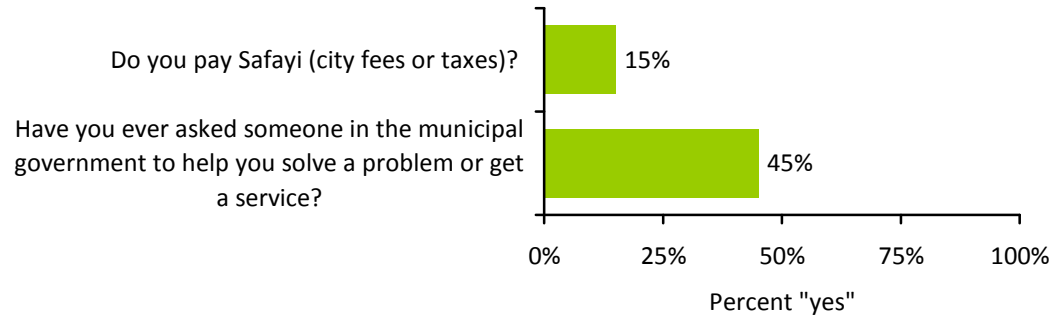
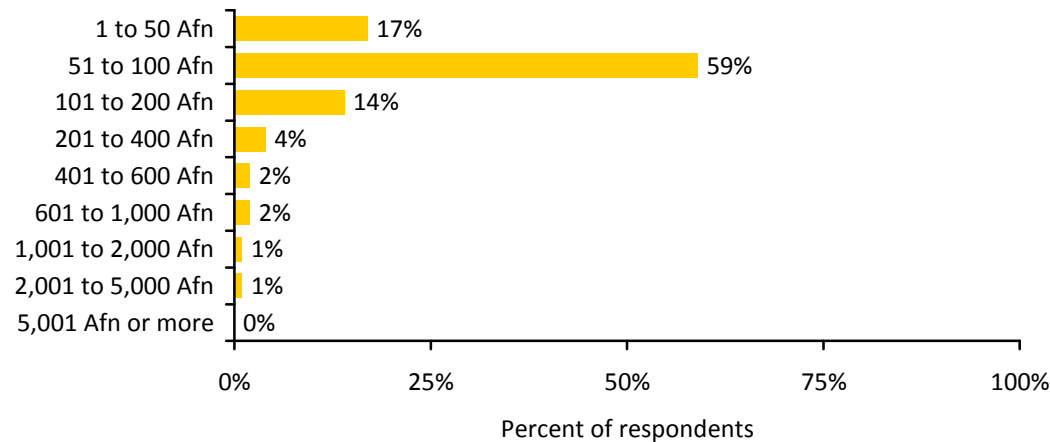
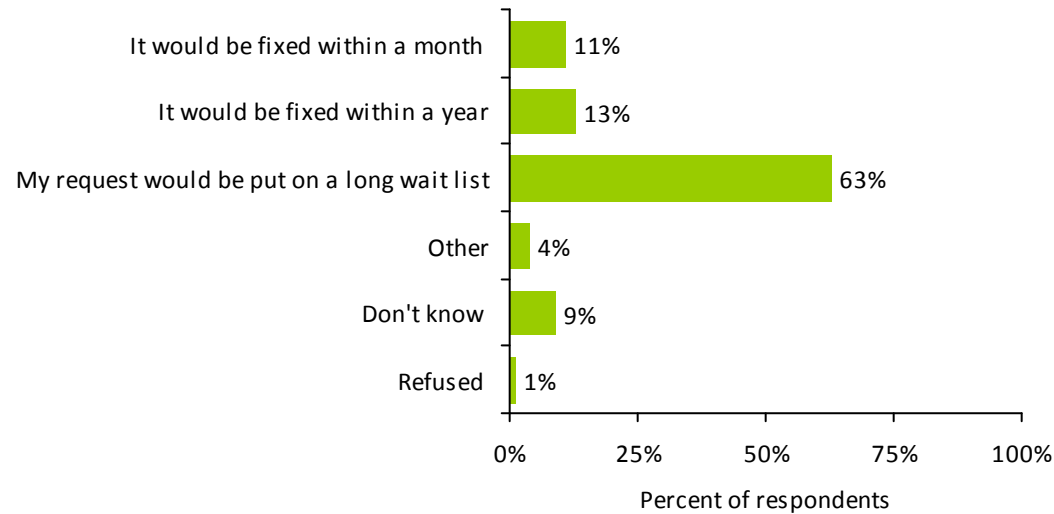


Figure 33: If You Pay Safayi, How Much Do You Pay Per Month?



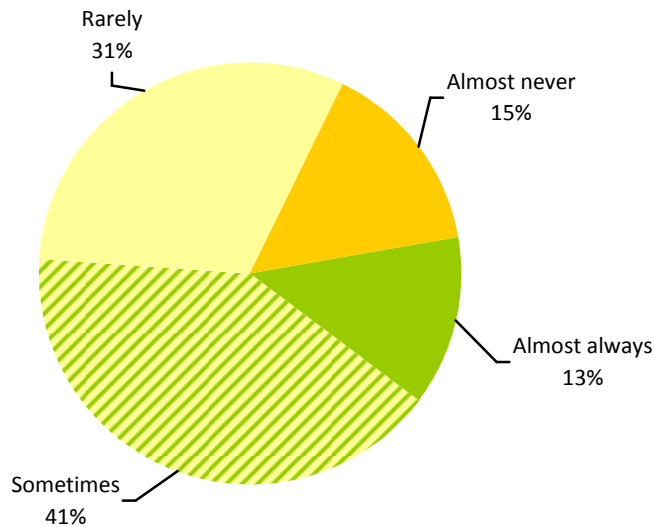
About one-quarter of the residents were hopeful that if they asked the municipal government to fix their street, it would happen within a month or year. Most (63%) thought their request would be put on a long wait list.

**Figure 34: If You Asked Your Municipal Government to Fix Your Street, What Do You Think Would Happen?**

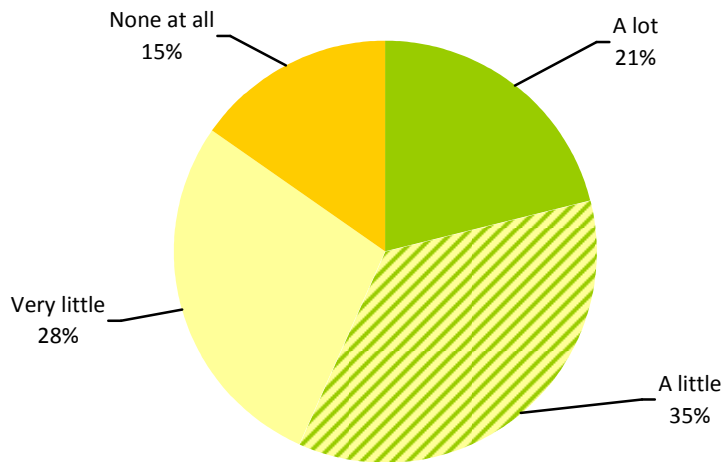


About half of the residents in the RAMP UP East cities thought that their local government was sometimes or almost always working to serve people like them, but about half thought they rarely or never had them in mind. Just over half thought they could have a lot (21%) or a least a little (35%) influence on local government decision-making.

**Figure 35: How Often Do You Think Local Government Officials Are Working to Serve People Like You?**

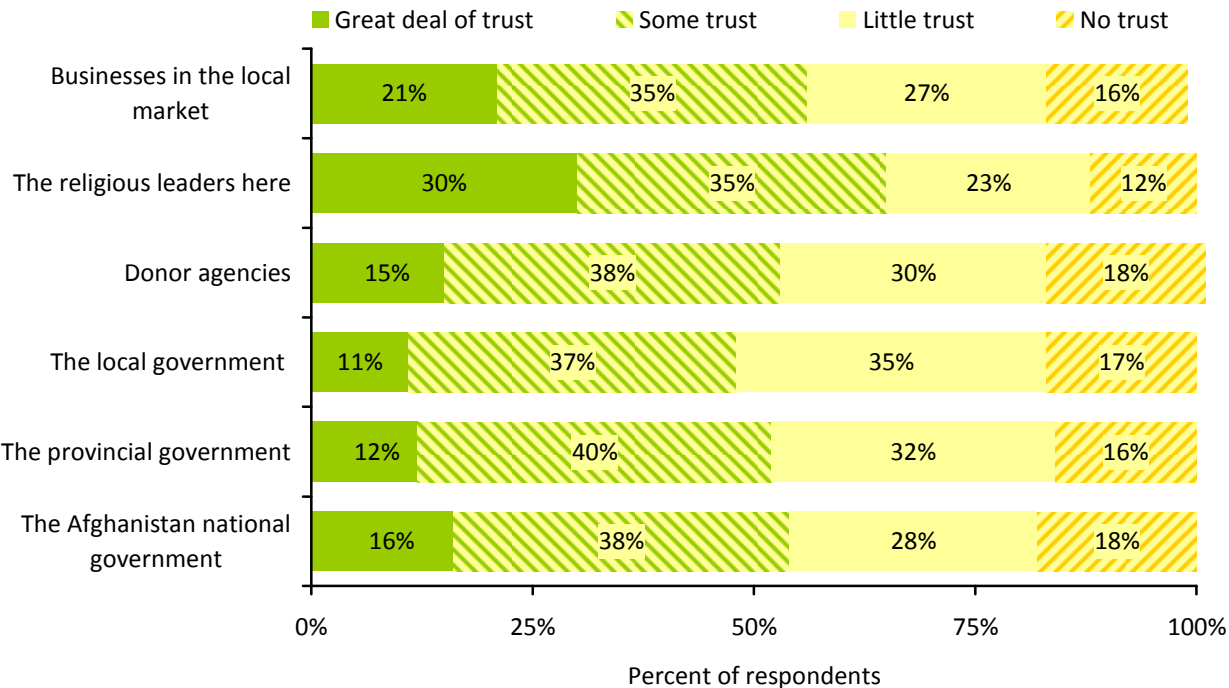


**Figure 36: How Much Influence Do You Think Someone Like You Can Have Over Government Decisions?**



Overall, about half the residents surveyed had at least some trust that government was conducting activities for their benefit at the local (48%), provincial (52%) and national (54%) levels. There was somewhat more trust that local religious leaders and businessmen were conducting activities for their benefit, but each group had detractors; 35% of residents had little or no trust in religious leaders, 43% had little or no trust in businessmen and 48% had little or no trust in donor agencies.

Figure 37: Level of Trust in Representatives Conducting Activities to Benefit the People in Your City?



Residents across eastern Afghanistan thought corruption was a major problem in the provincial government and Afghanistan as a whole and that corruption had increased in the prior year.

Figure 38: Level of Corruption

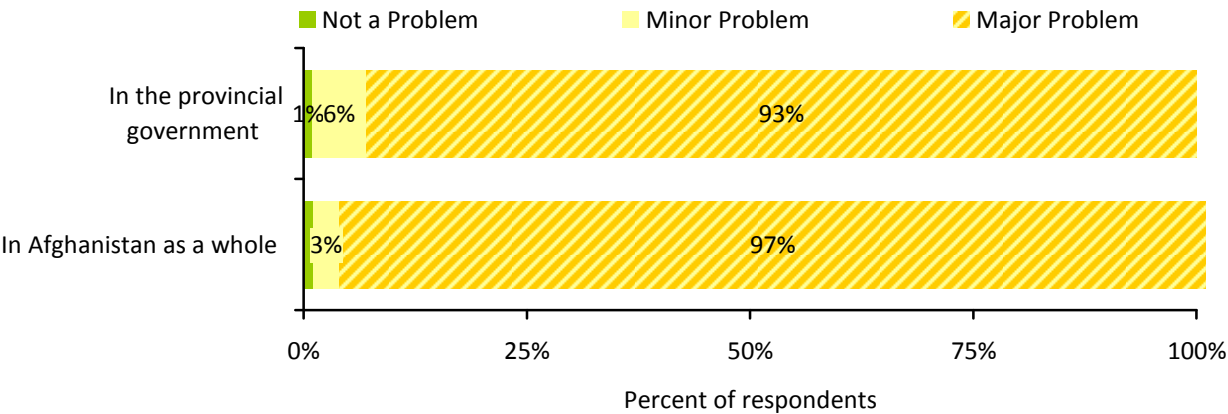
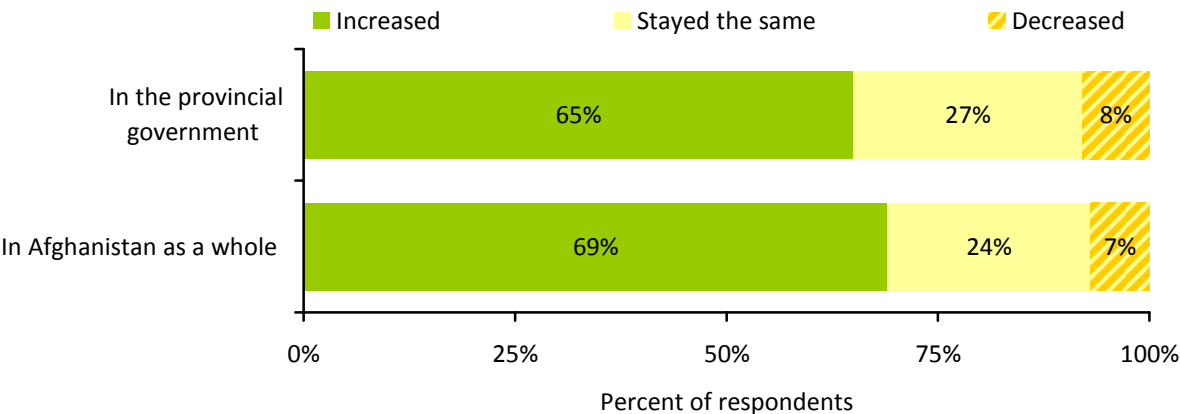


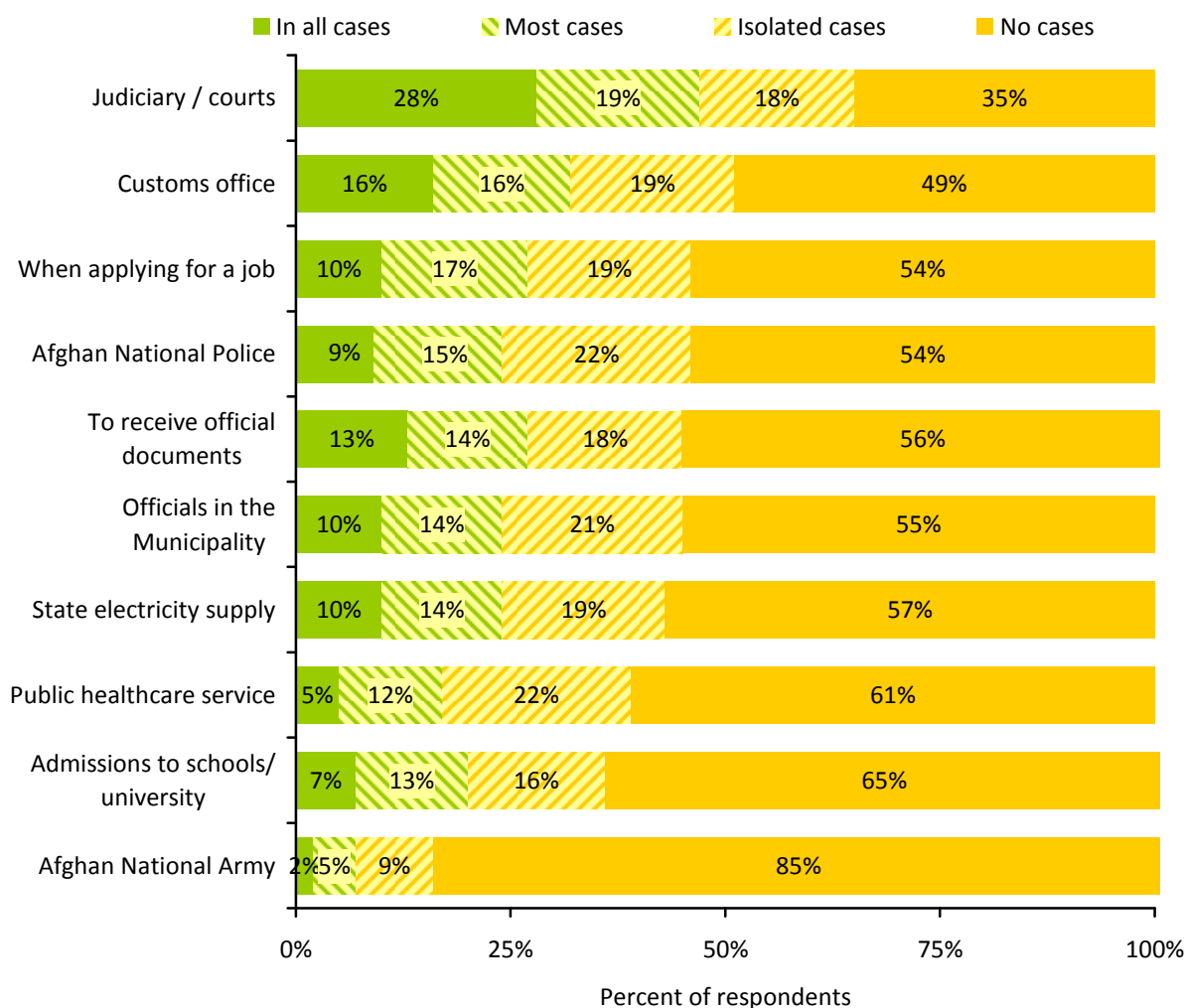
Figure 39: Change in Level of Corruption in Last Year



When asked if they had been asked to give cash, gifts or a favor when they were in contact with various government officials, most resident said they had never been asked or only in isolated cases.

The officials who were most likely to have asked for cash, gift or a favor were the judiciary or court and the customs office.

**Figure 40: When You Were in Contact with Government Officials in the Past Year, Have You Had to Give Cash, a Gift or Perform a Favor for an Official?**

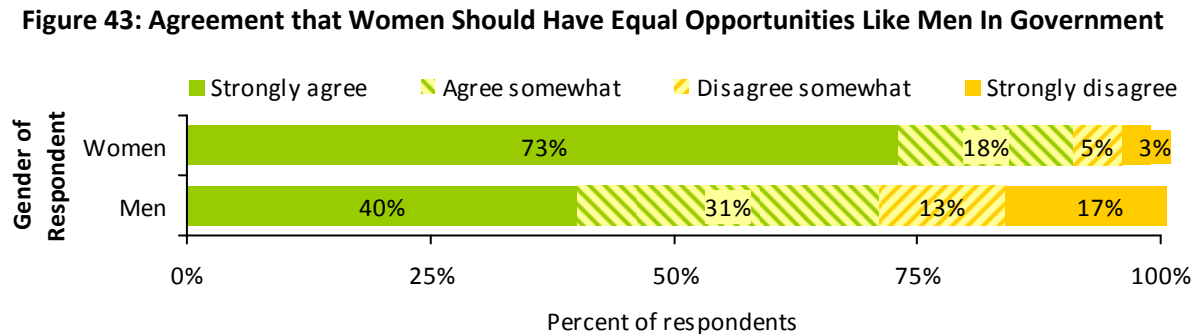
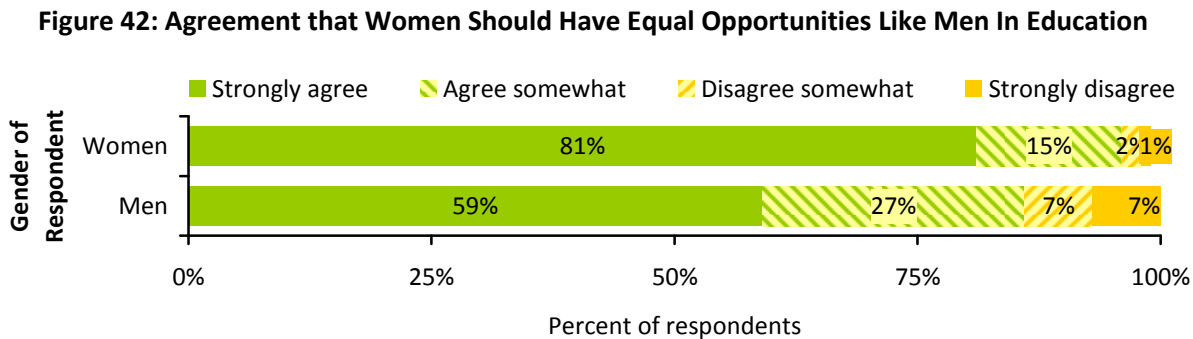
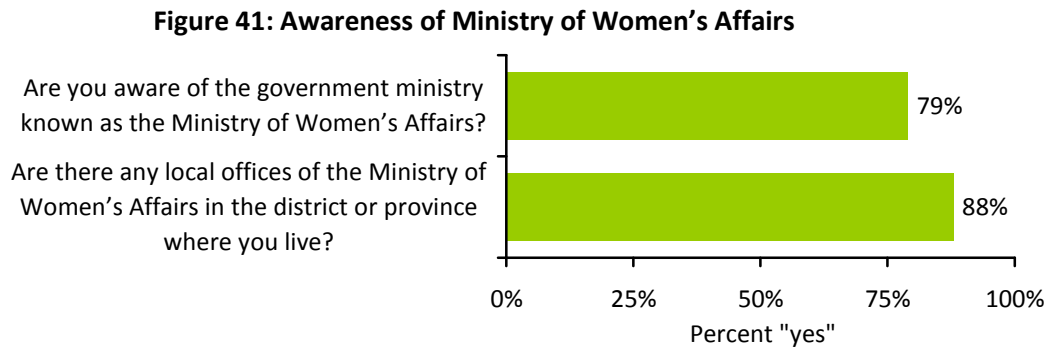


*Note: Only for those who had contact with Government Official*

## Women in Society

Most residents are aware of the Ministry of Women’s Affairs and its local office. Eighty-one percent of women were strongly in favor of women being given the opportunity to pursue an education and 15% were somewhat supportive, while fewer, but still a large majority, were strongly in favor of equal opportunities to participate in government

Most men were strongly (59%) or somewhat (27%) supportive of women pursuing education, but fewer were strongly (40%) or somewhat (31%) supportive of women taking roles in government.





## APPENDIX A: COMPLETE SET OF SURVEY FREQUENCIES

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

Q1 Can you tell me how many years you have lived in the city?		
	Number	Percent of households
1-5 years	693	22%
6-10 years	567	18%
11-20 years	818	26%
21-40 years	765	24%
41 or more years	351	11%
Total	3194	100%

Q1 Average Number of Years Lived in the city	
Average years in this city	20

Q2 Quality of Life in the City													
How would you rate the following aspects of life in your city	Excellent		Good		Fair		Poor		Refused		Don't know		Total
Overall quality of life in Charikar	254	8%	1205	37%	1360	42%	404	13%	0	0%	2	0%	3225
The quality of schools in your city	220	7%	889	28%	1718	53%	393	12%	0	0%	5	0%	3225
The quality of healthcare facilities in your city	106	3%	1262	39%	1256	39%	592	18%	1	0%	5	0%	3222
The health of people in your city	93	3%	1258	39%	1112	34%	759	24%	1	0%	2	0%	3225
The cleanliness of city streets	125	4%	935	29%	739	23%	1422	44%	3	0%	0	0%	3224
The number of job opportunities in your city	57	2%	1231	38%	921	29%	992	31%	7	0%	16	0%	3224
The number of businesses in your city	166	5%	1174	36%	1141	35%	714	22%	5	0%	25	1%	3225

Q2 Average Rating of Quality of Life in City	
	Average rating*
Overall quality of life in Charikar	2.4
The quality of schools in your city	2.3
The quality of healthcare facilities in your city	2.3
The health of people in your city	2.2
The cleanliness of city streets	1.9
The number of job opportunities in your city	2.1
The number of businesses in your city	2.2

\*average rating where 1=poor, 2=fair, 3=good and 4=excellent

Q3 Is the head of your household currently employed?		
	Number	Percent
Yes, full time	2444	76%
Yes, part time	350	11%
No, not employed	430	13%
Refused	10	0%
Don't know	1	0%

Q4 Compared to 12 months ago, do you think opportunities for employment in Charikar have increased, stayed the same or decreased?		
	Number	Percent
Increased	1153	36%
Stayed the same	1333	41%
Decreased	706	22%
Refused	13	0%
Don't know	30	1%
Total	3235	100%

Q5 Do you pay Safayi (city fees or taxes)?		
	Number	Percent
Yes	475	15%
No	2745	85%
Total	3220	100%

Q5 If you pay, how much do you pay per month?		
	Number	Percent
1 to 50 Afn	80	17%
51 to 100 Afn	279	59%
101 to 200 Afn	66	14%
201 to 400 Afn	18	4%
401 to 600 Afn	11	2%
601 to 1,000 Afn	11	2%
1,001 to 2,000 Afn	4	1%
2,001 to 5,000 Afn	4	1%
5,001 Afn or more	1	0%

Q6 How do you dispose of your household trash?		
	Number	Percent
Burn it	109	3%
Put it in a ditch or river	67	2%
Take it to farm/agricultural/desert land	30	1%
Dispose in street	1343	42%
Dispose in public container	498	15%
Take to an official dump site	144	4%
Take to an improvised dump site	638	20%
Door to door collection	124	4%
Other	73	2%
Refused	0	0%
Don't know	1	0%
Put it in our yard	207	6%
Total may exceed 100% as respondents could provide more than one response.		

Q6a Where is this container?		
	Number	Percent
On my street/close to my house	265	51%
On the next street	107	21%
Several streets away	127	24%
Further than several streets away	21	4%
Total	520	100%

Q7 How satisfied or dissatisfied are you with your current methods of trash disposal?		
	Number	Percent
Very satisfied	516	16%
Somewhat satisfied	683	21%
Somewhat dissatisfied	564	18%
Very dissatisfied	1453	45%
Refused	3	0%
Don't know	3	0%
Total	3222	100%

Q7 Average Rating of Satisfaction with Trash Disposal Method	
	Average rating*
How satisfied or dissatisfied are you with your current methods of trash disposal? (Circle one)	2.1
*average rating where 1=very dissatisfied, 2=somewhat dissatisfied, 3=somewhat satisfied and 4=very satisfied	

Q8 How often does the city clean trash from streets?		
	Number	Percent
Every day	122	4%
A couple/few times a week	162	5%
Once a week	489	15%
Once every two or three weeks	281	9%
Once a month or less frequently	802	25%
Never	1333	41%
Refused	2	0%
Don't know	32	1%
Total	3223	100%

Q9 Who do you pay for this trash service?		
	Number	Percent
The city, it is covered by the Safayi fees/taxes	379	12%
The city, I pay money additional to the Safayi fees/taxes	0	0%
A private firm/person	27	1%
No one	2815	87%
Total	3221	100%

Q9a If you pay, how much do you pay per month?		
	Number	Percent
1 to 50 Afn	0	0%
51 to 100 Afn	4	17%
101 to 200 Afn	1	4%
201 to 400 Afn	1	4%
401 to 600 Afn	11	48%
601 to 1,000 Afn	6	26%
1,001 to 2,000 Afn	0	0%
2,001 to 5,000 Afn	0	0%
5,001 Afn or more	0	0%
Total	23	100%

Q10 Quality of Trash Services													
How would you rate the following aspect of trash services provided by the city?	Excellent		Good		Fair		Poor		Refused		Don't know		Total
Removal of illegal/improvised dumpsites	261	8%	544	17%	500	16%	1876	58%	1	0%	41	1%	3223
Provision of legal dumpsites	240	7%	484	15%	518	16%	1933	60%	0	0%	48	1%	3223
Provision of garbage bins in residential areas	231	7%	393	12%	409	13%	2120	66%	3	0%	66	2%	3222
Provision of garbage bins in commercial areas	271	8%	640	20%	620	19%	1567	49%	4	0%	121	4%	3223
Cleaning garbage from the streets	185	6%	630	20%	607	19%	1764	55%	1	0%	35	1%	3222
Affordability of trash service	104	3%	653	20%	510	16%	1721	53%	10	0%	225	7%	3223

Q10 Average Rating of Satisfaction with Trash Services	
	Average rating*
Removal of illegal/improvised dumpsites	1.7
Provision of legal dumpsites	1.7
Provision of garbage bins in residential areas	1.6
Provision of garbage bins in commercial areas	1.9
Cleaning garbage from the streets	1.8
Affordability of trash service	1.7
*average rating where 1=poor, 2=fair, 3=good and 4=excellent	

Q11 Which of the following sources do you use for drinking water?		
	Number	Percent
Well on property	1380	43%
Shared well with neighbors	405	13%
River, canal or other open source	366	11%
Public Standpipe	495	15%
Government supplied piped water at home	421	13%
Purchase water	216	7%
Other	84	3%
Refused	0	0%
Don't know	4	0%
Total may exceed 100% as respondents could provide more than one response.		

Q12 Who do you pay for this water service?		
	Number	Percent
City water supply department	791	25%
A private firm/person	238	7%
No one	2189	68%
Total	3218	100%

Q12 If you pay, how much do you pay per month?		
	Number	Percent
1 to 50 Afn	110	11%
51 to 100 Afn	365	36%
101 to 200 Afn	184	18%
201 to 400 Afn	121	12%
401 to 600 Afn	63	6%
601 to 1,000 Afn	89	9%
1,001 to 2,000 Afn	62	6%
2,001 to 5,000 Afn	25	2%
5,001 Afn or more	4	0%
Total	1023	100%

Q13 Quality of Government Water Services, if Connected														
[ask if Q11=5 - they are connected to a government water supply], Please tell us if you think the following aspects of piped water service to your home are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Frequency of supply (times per week)	74	12%	182	29%	150	24%	188	30%	0	0%	24	4%	618	100%
Amount supplied	51	8%	192	31%	206	33%	149	24%	0	0%	20	3%	618	100%
Overall quality of water for drinking	182	29%	91	15%	228	37%	97	16%	0	0%	20	3%	618	100%

Q13 Average Rating of Satisfaction with Water Services													
													Average rating*
Frequency of supply (times per week)													2.2
Amount supplied													2.2
Overall quality of water for drinking													2.6
*average rating where 1=poor, 2=fair, 3=good and 4=excellent													

Q14 In the last year, has any family member suffered from dysentery, cholera or severe diarrhea?		
	Number	Percent
Yes	1491	46%
No	1724	54%
Total	3215	100%



<b>Q15 At this house where you live, which of the following kinds of electricity supply, if any, do you have?</b>		
	<b>Number</b>	<b>Percent</b>
Government provided electricity that is not a public generator	1135	35%
No electricity	524	16%
Shared Generator (with neighbors)	500	16%
Personal Generator	346	11%
Public Generator (from government)	316	10%
Micro Hydro Power (MHP)	220	7%
Solar Energy	201	6%
Large batteries/invertors (such as for running TV, lights, etc.)	21	1%
Refused	3	0%
Don't know	0	0%
Total may exceed 100% as respondents could provide more than one response.		

<b>Q16 Who do you pay for this electricity service?</b>		
	<b>Number</b>	<b>Percent</b>
City electricity department	1648	52%
A private firm/person	338	11%
No one	1204	38%
Total	3190	100%

<b>Q16 If you pay, how much do you pay per month?</b>		
	<b>Number</b>	<b>Percent</b>
1 to 50 Afn	13	1%
51 to 100 Afn	31	2%
101 to 200 Afn	133	7%
201 to 400 Afn	275	14%
401 to 600 Afn	270	14%
601 to 1,000 Afn	473	24%
1,001 to 2,000 Afn	453	23%
2,001 to 5,000 Afn	274	14%
5,001 Afn or more	61	3%
Total	1983	100%

Q17 Quality of Government Electricity Services, If Connected														
[ask if they are connected to a government electricity supply], Please tell us if you think the following aspects of electric service are excellent, good, fair or poor:	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Number of days per week supplied	284	17%	449	26%	787	46%	172	10%	0	0%	14	1%	1706	100%
Number of hours per day supplied	174	10%	548	32%	687	40%	280	16%	1	0%	15	1%	1705	100%
Quality of supply (Electricity power & its cut out during service hours)	188	11%	542	32%	605	35%	355	21%	0	0%	15	1%	1705	100%
Price for electric supply	64	4%	479	28%	512	30%	627	37%	4	0%	16	1%	1702	100%

Q17 Average Rating of Satisfaction with Government Electricity Services, If Connected	
	Average rating*
Number of days per week supplied	2.5
Number of hours per day supplied	2.4
Quality of supply (Electricity power & its cut out during service hours)	2.3
Price for electric supply	2.0
*average rating where 1=poor, 2=fair, 3=good and 4=excellent	

Q18 What type of toilet do you have at your home?		
	Number	Percent
Indoor plumbing	297	9%
Dry latrine	2624	81%
Latrine with septic	305	9%
Other	11	0%
Refused	0	0%
Don't know	1	0%
Total may exceed 100% as respondents could provide more than one response.		

Q19 What type of drainage do you have for your waste water?		
	Number	Percent
Open ditch/canal	2616	82%
Septic system	158	5%
Drains onto the street/road	154	5%
Other	125	4%
City pipeline/sewer	76	2%
Drains into the yard/garden	75	2%
Refused	6	0%
Don't know	5	0%
Total may exceed 100% as respondents could provide more than one response.		

Q20 Condition of Drainage and Quality of Drainage Services in City													
Now I would like to ask you about the conditions and services for drainage in your city. Would you say the following are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total
The condition of drainage ditches near home	128	4%	769	24%	564	17%	1735	54%	0	0%	28	1%	3224 100%
The condition of larger drainage ditches throughout the city	136	4%	1028	32%	806	25%	1217	38%	8	0%	30	1%	3225 100%
Ditch cleaning services	124	4%	900	28%	652	20%	1523	47%	1	0%	24	1%	3224 100%
Ditch repair services	114	4%	860	27%	516	16%	1708	53%	1	0%	24	1%	3223 100%
Ditch construction services	134	4%	862	27%	553	17%	1648	51%	1	0%	24	1%	3222 100%

Q20 Average Rating of Condition of Drainage and Quality of Drainage Services in City													
													Average rating*
The condition of drainage ditches near home													1.8
The condition of larger drainage ditches throughout the city													2.0
Ditch cleaning services													1.9
Ditch repair services													1.8
Ditch construction services													1.8
*average rating where 1=poor, 2=fair, 3=good and 4=excellent													

Q21 Quality of Roads and Road Services													
Now I would like to ask you about the conditions and services for roads in your city. Would you say the following are...?	Excellent		Good		Fair		Poor		Refused		Don't know		Total
The condition of neighborhood streets	142	4%	905	28%	694	22%	1479	46%	2	0%	3	0%	3225
The condition of main city roads	248	8%	1029	32%	1442	45%	500	16%	0	0%	6	0%	3225
The condition of highways	400	12%	881	27%	1277	40%	639	20%	2	0%	23	1%	3222
Street repair services	97	3%	1016	32%	648	20%	1450	45%	3	0%	11	0%	3225
Street construction services	135	4%	965	30%	660	20%	1447	45%	3	0%	14	0%	3224

Q21 Average Rating of Quality of Roads and Road Services													
													Average rating*
The condition of neighborhood streets													1.9
The condition of main city roads													2.3
The condition of highways													2.3
Street repair services													1.9
Street construction services													1.9
*average rating where 1=poor, 2=fair, 3=good and 4=excellent													

Q22 Are there any green areas/parks in close to, or farther from, your home to be used for the following?												
	Yes close		None close but some further away		Aware of no parks		Refused		Don't know		Total	
Teen/adult parks	347	11%	1243	39%	1599	50%	5	0%	30	1%	3224	100%
Women's parks	65	2%	887	28%	2137	66%	21	1%	113	4%	3223	100%
Children's playgrounds	338	10%	978	30%	1845	57%	12	0%	50	2%	3223	100%

Q23 Quality of Parks														
Now I would like to ask you about the quality of these parks. Would you say the following parks are excellent, good, fair or poor?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
Teen/adult parks	105	3%	687	21%	373	12%	976	30%	23	1%	1059	33%	105	3%
Women’s parks	12	0%	294	9%	111	3%	1046	32%	48	1%	1712	53%	12	0%
Children’s playgrounds	75	2%	494	15%	313	10%	983	30%	28	1%	1330	41%	75	2%

Q23 Average Rating of Quality of Parks	
	Average rating*
Teen/adult parks	2.0
Women’s parks	1.5
Children’s playgrounds	1.8
*average rating where 1=poor, 2=fair, 3=good and 4=excellent	

Q24 Quality of City's Market														
How would you rate the following aspects of your city's market(s)?	Excellent		Good		Fair		Poor		Refused		Don't know		Total	
The location of the market(s)	360	11%	1018	32%	1312	41%	509	16%	2	0%	23	1%	3224	100%
The size and layout of the market(s)	317	10%	1175	36%	1118	35%	585	18%	1	0%	29	1%	3225	100%
The amount of food available at your market(s)	461	14%	1015	31%	1480	46%	255	8%	0	0%	14	0%	3225	100%
The variety of foods available at your market(s)	484	15%	1022	32%	1415	44%	290	9%	0	0%	14	0%	3225	100%
The quality of food at your market(s)	324	10%	1100	34%	1273	39%	509	16%	2	0%	16	0%	3224	100%
The availability of goods besides food at your market(s)	455	14%	977	30%	1280	40%	494	15%	1	0%	18	1%	3225	100%

Q24 Average Rating of Quality of City's Market	
	Average rating*
The location of the market(s)	2.4
The size and layout of the market(s)	2.4
The amount of food available at your market(s)	2.5
The variety of foods available at your market(s)	2.5
The quality of food at your market(s)	2.4
The availability of goods besides food at your market(s)	2.4
*average rating where 1=poor, 2=fair, 3=good and 4=excellent	

**Q25 Can your family afford to buy the following food at the market as often as you want, not as often as you want, only on rare occasions or never?**

	As often as we want		Not as often as we want		Only rarely		Never		Refused		Don't know		Total	
Meat	1597	50%	1123	35%	465	14%	37	1%	0	0%	2	0%	3224	100%
Fruit	1772	55%	1049	33%	367	11%	35	1%	1	0%	1	0%	3225	100%
Vegetables	2169	67%	769	24%	247	8%	38	1%	1	0%	1	0%	3225	100%
Flour	3045	94%	148	5%	26	1%	5	0%	0	0%	1	0%	3225	100%
Cooking oil	3044	94%	153	5%	26	1%	1	0%	0	0%	1	0%	3225	100%
Sugar, tea	3052	95%	147	5%	24	1%	1	0%	0	0%	1	0%	3225	100%
Cereal	2509	78%	410	13%	271	8%	34	1%	0	0%	0	0%	3224	100%

**Q26 Municipal Service Priorities**

The municipal government only has so much money to maintain services and invest in new services. Sometimes government has to make difficult choices about what to do. I am going to read you a list and I would like you to tell me which three services you think are the most important for the city to provide.	Most important		Second most important		Third most important		Not in top three		Total	
Public containers for trash in residential and commercial areas	400	12%	139	4%	269	8%	2427	75%	3235	100%
A new dump site for trash to reduce leaching into water and the spread of disease	559	17%	421	13%	605	19%	1650	51%	3235	100%
Ditch cleaning, repair and construction	161	5%	374	12%	376	12%	2324	72%	3235	100%
Street repair	324	10%	449	14%	395	12%	2067	64%	3235	100%
Supplying clean drinking water	564	17%	959	30%	405	13%	1307	40%	3235	100%
Provide a new area for a market	47	1%	167	5%	159	5%	2862	88%	3235	100%
Provide green areas/parks	102	3%	262	8%	535	17%	2336	72%	3235	100%
Provide electricity service	1078	33%	448	14%	474	15%	1235	38%	3235	100%

**Q27 If you have a problem with something related to the city, like roads, trash, or electricity, as examples, who would you most likely contact to help solve the problem?**

	Number	Percent
Mayor	1111	34%
Shuras/CDCs/Jirgas	946	29%
Tribal leader/Malik	658	20%
Mullah	144	4%
Would contact no one	324	10%
Don't know	39	1%
Refused	3	0%
Total	3225	100%

**Q28 Have you ever asked someone in the municipal government to help you solve a problem or get a service?**

	Number	Percent
Yes	1408	44%
No	1755	55%
Don't know	57	2%
Refused	0	0%
Total	3220	100%

**Q29 If you asked someone from the municipal government to fix your street, what do you think would happen?**

	Number	Percent
It would be fixed within a month	346	11%
It would be fixed within a year	423	13%
My request would be put on a long wait list	2020	63%
Other	115	4%
Don't know	292	9%
Refused	28	1%

Total may exceed 100% as respondents could provide more than one response.



**Q30 Overall, do you think the municipal government is doing a very good job, somewhat good job, somewhat bad job or a very bad job providing the services you think they should provide?**

	Number	Percent
Very good job	380	12%
Somewhat good job	1668	52%
Somewhat bad job	586	18%
Very bad job	560	17%
Refused	2	0%
Don't know	27	1%
Total	3223	100%

**Q31 How often do you think local government officials are working to serve people like you?**

	Number	Percent
Almost always	419	13%
Sometimes	1297	40%
Rarely	973	30%
Almost never	471	15%
Refused	13	0%
Don't know	49	2%
Total	3222	100%

**Q32 How much influence do you think someone like you can have over government decisions – a lot, a little, very little, or none at all?**

	Number	Percent
A lot	677	21%
A little	1115	35%
Very little	885	27%
None at all	488	15%
Don't know	56	2%
Refused	1	0%
Total	3222	100%

**Q33 To what extent do you trust each of the following to conduct its activities to benefit the people in your city?**

	Great deal of trust		Some trust		Little trust		No trust		Refused		Don't know		Total	
Businesses in the local market	680	21%	1129	35%	866	27%	526	16%	2	0%	21	1%	3224	100%
The religious leaders here	970	30%	1125	35%	727	23%	393	12%	0	0%	9	0%	3224	100%
Donor agencies	472	15%	1209	38%	968	30%	563	17%	0	0%	11	0%	3223	100%
The local government	347	11%	1189	37%	1121	35%	543	17%	1	0%	23	1%	3224	100%
The provincial government	384	12%	1287	40%	1022	32%	515	16%	0	0%	16	0%	3224	100%
The Afghanistan national government	514	16%	1203	37%	910	28%	569	18%	0	0%	26	1%	3222	100%

**Q34 Who is your mayor?**

	Number	Percent
Identified correctly	1286	40%
Did not know	1809	56%
Provided wrong name	115	4%
Total	3210	100%

**Q35 Please tell me whether you think that corruption is a major problem, a minor problem, or no problem at all in the following areas.**

	Major Problem		Minor Problem		Not a Problem		Refused		Don't know		Total	
In the provincial government	2988	93%	190	6%	25	1%	2	0%	20	1%	3225	100%
In Afghanistan as a whole	3082	96%	86	3%	19	1%	2	0%	32	1%	3221	100%

**Q36 Compared to 12 months ago, do you think the amount of corruption overall in ...**

	Increased		Stayed the same		Decreased		Refused		Don't know		Total	
In the provincial government	2065	64%	843	26%	246	8%	11	0%	70	2%	3235	100%
In Afghanistan as a whole	2149	66%	757	23%	220	7%	12	0%	97	3%	3235	100%

**Q37 Whenever you have contacted government officials, how often in the past 12 months have you had to give cash, a gift or perform a favor for an official?**

	In all cases		Most cases		Isolated cases		No cases		Had no contact		Refused		Don't know		Total	
Officials in the Municipality	214	7%	304	9%	456	14%	1209	37%	1001	31%	30	0%	38	1%	3225	100%
Customs office	268	8%	261	8%	311	10%	806	25%	1534	48%	30	0%	42	1%	3225	100%
Afghan National Police	193	6%	305	9%	440	14%	1101	34%	1144	35%	40	0%	38	1%	3225	100%
Afghan National Army	34	1%	87	3%	159	5%	1537	48%	1364	42%	40	0%	40	1%	3225	100%
Judiciary / courts	572	18%	389	12%	376	12%	735	23%	1117	35%	30	0%	33	1%	3225	100%
State electricity supply	214	7%	299	9%	391	12%	1201	37%	1085	34%	20	0%	32	1%	3224	100%
Public healthcare service	113	4%	289	9%	514	16%	1432	44%	842	26%	40	0%	31	1%	3225	100%
When applying for a job	191	6%	344	11%	374	12%	1070	33%	1184	37%	18	1%	43	1%	3224	100%
Admissions to schools/ university	135	4%	260	8%	316	10%	1316	41%	1131	35%	24	1%	42	1%	3224	100%
To receive official documents	251	8%	274	9%	349	11%	1111	34%	1179	37%	18	1%	40	1%	3222	100%

**Q38 Are you aware of the government ministry known as the Ministry of Women's Affairs?**

	Number	Percent
Yes	2480	77%
No	667	21%
Don't know	77	2%
Refused	1	0%
Total	3225	100%

**Q39 Are there any local offices of the Ministry of Women's Affairs in the district or province where you live?**  
**Q39 (If answered 'Yes' in Q38)?**

	Number	Percent
Yes	2363	86%
No	329	12%
Don't know	62	2%
Refused	1	0%
Total	2755	100%

**Q40 Some people say that women should have equal opportunities like men in education. Do you strongly agree, agree or disagree or strongly disagree with this opinion?**

	Number	Percent
Strongly agree	2150	67%
Agree somewhat	735	23%
Disagree somewhat	170	5%
Strongly disagree	165	5%
Don't know	4	0%
Refused	1	0%
Total	3225	100%

**Q41 Some people say that women should have equal opportunities like men in participating in government. Do you strongly agree, agree or disagree or strongly disagree with this opinion?**

	Number	Percent
Strongly agree	1662	52%
Agree somewhat	845	26%
Disagree somewhat	321	10%
Strongly disagree	390	12%
Don't know	6	0%
Refused	1	0%
Total	3225	100%

Q42 How old were you on your last birthday?		
	Number	Percent of households
13-17 years old	46	1%
18-30 years old	1267	40%
31-40 years old	903	28%
41-50 years old	517	16%
51-60 years old	295	9%
61 or more years old	176	5%
Total	3204	100%

Q43 Are you now working, a housewife (ask only women), retired, a student, or looking for work?		
	Number	Percent of households
Working	1524	47%
Retired	40	1%
Housewife	1001	31%
Student	321	10%
Unemployed	333	10%
Other	18	1%
Refused	1	0%
Don't know	0	0%
Total	3224	100%

Total may exceed 100% as respondents could provide more than one response.

Q44 What is the highest level of school or madrassa you completed?		
	Number	Percent of households
Never went to school	1321	41%
Primary School, incomplete (classes 1 to 5)	240	7%
Primary School, complete (finished class 6)	211	7%
Secondary education, incomplete (classes 7 to 8)	256	8%
Secondary education, complete (finished class 9)	304	9%
High School (classes 10 to 12)	641	20%
University education or above	248	8%
Refused	3	0%
Don't know	0	0%
Total	3224	100%

Q45 Are you married or single?		
	Number	Percent of households
Single	516	16%
Married	2631	81%
Widower/ Widow	76	2%
Refused	12	0%
Don't know	0	0%
Total	3235	100%

Q46 How many people live here in this house?		
	Number	Percent of households
No people	6	0%
1-5 people	218	7%
6-10 people	1325	41%
10-20 people	1341	42%
21 or more people	326	10%
Total	3216	100%

Q47 Does your family lease or own this house?		
	Number	Percent of households
Lease	781	24%
Own	2441	76%
Don't know	2	0%
Refused	1	0%
Total	3225	100%

Q48 Does your family have a Qabala or other way of demonstrating your tenure?		
	Number	Percent of households
Yes	2151	67%
No	1061	33%
Don't know	7	0%
Refused	3	0%
Total	3222	100%

Q49 What do you pay each month for your lease or mortgage?		
	Number	Percent of households
Pay nothing	2139	74%
1,000 Afn or less per month	78	3%
1,001-2,000 Afn per month	155	5%
2,001-3,000 Afn per month	125	4%
3,001-4,000 Afn per month	118	4%
4,001-5,000 Afn per month	117	4%
5,001-7,500 Afn per month	100	3%
7,501 or more Afn per month	78	3%
Total	2910	100%

Q50 Income Level		
Will you please tell me which of the following categories best represents your average total family monthly income?	Number	Percent of households
Less than 2,000 Afs	254	8%
2,001 - 3,000 Afs	213	7%
3,001 - 5,000 Afs	501	16%
5,001 - 10,000 Afs	702	22%
10,001 - 15,000 Afs	588	18%
15,001 - 20,000 Afs	373	12%
20,001 - 25,000 Afs	257	8%
25,001 - 40,000 Afs	141	4%
more than 40,000 Afs	123	4%
Refused	36	1%
Don't know	37	1%
Total	3225	100%

Q51 Gender		
	Number	Percent of households
Male	2101	65%
Female	1121	35%
Total	3222	100%

## APPENDIX B: SURVEY METHODOLOGY

A survey instrument was developed in June and July 2010 through collaboration between NRC, ICMA and DAI staff with the goal of assessing residents' opinion about the quality of infrastructure, services and governance in their cities. The survey was then translated into appropriate Afghan languages.

This survey is intended to provide a baseline for assessing the effectiveness of projects and programs that will be implemented through the USAID funded Regional Afghan Municipalities Program for Urban Populations (RAMP UP). The survey was reviewed and approved by the Government of Afghanistan Independent Directorate of Local Governance (IDLG).

Along with the survey instrument, a sampling plan and interview training materials were developed to ensure consistency in implementation of the survey. Sample sizes for each city were chosen to ensure a 5% margin of error. For larger population centers (>7,000 households), the desired margin of error of 5%, given a .95 confidence interval, required that 350 households be interviewed. For smaller cities, the margin of error varied by the estimated number of households. In the following table, we show the number of interviews required in each city to attain a 5% margin of error, given the population estimate and using a finite population correction factor.

2010 Sample Sizes			
City	Approximate number of households <sup>1</sup>	Number of interviews planned	Number of interviews completed
<b>All Cities</b>		<b>3,420</b>	<b>3,226</b>
Asadabad (Kunar)	1,800	275	275
Bamyan (Bamyan)	1,600	265	264
Charikar (Parwan)	7,200	352	352
Gardez (Paktia)	3,100	312	313
Ghazni (Ghazni)	7,500	350	295
Jalalabad (Nangarhar)	26,000	372	371
Khost (Khost)	1,500	264	264
Mahmood Razi (Kapisa)	200	100	100
Maidan Shar (Wardak)	400	150	150
Mehterlam (Laghman)	700	200	200
Panjshir (Panjshir)	2,700	300	300
Parun (Nuristan)	350	140	-- <sup>2</sup>
Puli Alam (Logar)	700	200	200
Sharana (Paktika)	350	140	140

<sup>1</sup> The number of households in some cities was larger than the number shown in the table, this is because the interviews were conducted only in those sections of larger or geographically spread out cities where RAMP UP programs will be implemented.

<sup>2</sup> Due to safety concerns it was not possible to interview residents in Parun in 2010

To randomly choose households in each city, random route sampling was applied. If the city was large, interviewers planned to visit an equal number of households in each district. For each city (or neighborhood/district) a starting address (or spot, like the south east corner of the market) was randomly selected and the interview team wound through the streets, selecting every Nth



household. If streets had homes facing each other, the team went up one side and returned down the other. The skip factor was chosen by dividing the total number of households in the town by the number of interviews to be completed (e.g., for Asadabad, every 6<sup>th</sup> house was interviewed as 1,800 estimated households divided by 275 equals 6.5). Once at the home, enumerators were asked to conduct the interview with the most senior or educated household member available and to alternate between men and women as much as possible. While choosing a family member (whether they were at home at that time or not) at random would be optimal for sampling, it was not possible for practical and security reasons. Interviewing the most senior or educated household member available each year, will provide some consistency in sampling where true randomness is not possible.

Local people were recruited from each city to be enumerators for their city and each attended training before going into the field. Both male and female enumerators were recruited where it was possible to interview women. Interviewers were trained to understand the survey questions and the importance of conducting the survey in a consistent manner. Consistency in following the sampling plan and in reading the questions exactly as they were worded was emphasized. Interviewers also maintained interview disposition forms, in which they tracked whether anyone was home at the randomly selected household and whether they were willing to complete an interview.

Survey managers accompanied the survey teams in the field and reviewed interview sheets daily to correct any errors and retrain if methods were not followed. Completed survey forms were data entered by staff at the Kabul office using a structured Microsoft Access database. Open-ended questions were translated into English and the completed datasets were emailed to NRC staff for analysis and report writing.